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## PARENTS' INTERPERSONAL COMMUNICATION IN SUPERVISING CHILDREN'S ONLINE LEARNING

**Abstract.** The purpose of this study was to explain the interpersonal communication experience of parents in supervising children's online learning in Pucung Bay, North Bekasi. Qualitative descriptive research method, researchers interviewed 3 parents, followed by observation and documentation of children's online learning. The results showed that parents monitor children's online learning, parents monitor children's learning at the time before, during and after online learning. Before learning, parents focus on learning preparation, During online learning, parents focus on accompanying children and explaining learning materials, after online learning is completed, parents ensure the implementation of learning outcomes. In this process, parents use interpersonal communication.

**Keywords:** Interpersonal Communication, Parental Control, Online Learning.

### Introduction

Since the corona virus was first detected on March 2, 2020 after arriving in Indonesia. The spread of the virus began to spread throughout Indonesia. To prevent the spread of the coronavirus, the government imposed widespread social distancing (Ministry of Health RI [8]). Where the application of this regulation causes many problems in various fields, ranging from health, economy, culture to education. One of the influential sectors is the education sector where the new learning system is. e-learning or e-learning was introduced. E-learning is a digital-based teaching medium that uses the internet, where teachers become teachers for students so that they can be actively involved in the learning process (Arsyad [2]).

Online learning (online) is *online* learning that uses the internet network or distance learning. Where teachers and students communicate using various kinds of learning applications through gadgets. With the support of learning applications and communication media including WhatsApp, Google Classroom, Google Meet, Slack, and Zoom. Online

learning (online) or *e-learning* is an educational support medium that uses the internet or digital-based and the teacher acts as a facilitator so that students play an active role in the learning process. In line with that (Arsyad [2]). Riyanda, Herlina and Wicaksono said that in the process of continuing online learning, communication between teachers and teachers is still established through the media so that there is still a discussion process [18].

Based on the Circular Letter of the Ministry of Education and Culture Number 4 of 2020, the Government issued a letter of appeal to students and teachers to Learn From Home (BDR) and provide a new learning experience using modern technology today, such as Laptops, Computers, Mobile Phones, Tablets, as well as various applications used for online learning, such as Zoom, Google Classroom, Google Meet, Slack, and others. This first online learning is carried out so that students tend to use their gadgets and learning applications that will make it easier for teachers to provide teaching materials to children at various levels of education.

Various levels of education carry out online learning, in elementary school education units the implementation of online learning in Indonesia with various levels. Researchers made observations in the Bekasi area, hampir all elementary schools conducted online learning, but in the implementation of several obstacles, one of which was due to minimal student learning literacy, so that online learning involved parents and families at home. At the elementary school level, children's online learning tends to be accompanied by parents and families. This shows that the online learning process of elementary school students is modified and adapted to the conditions of the family and local community.

Researchers' observation is that there are two learning methods carried out by elementary school students, namely some students are allowed to come to school and meet directly with their teachers, then some students are dispersed or encouraged to study from home or study online with different schedules. This type of applied learning is supported by the use of Gadgets. Chusna mentioned that [4] *gadgets* are electronic devices that have special functions in them, such as cellphones, games, computers, and so on.

There are several obstacles experienced by teachers and students in online learning, who are required to adapt to the new habits of their students or parents. This obstacle is influenced by several factors, including economic limitations in each student's family, which have an impact on the availability of learning tools to learning support networks.

Overcoming some of these obstacles, parents involve themselves in children's online learning by conducting direct supervision. Parents provide direction, understanding, mentoring to support children's learning tools. In the implementation of online learning, children often do not focus on learning, so parents are involved in providing support to children for learning, where what parents do is classified as interpersonal communication. Communication is an important thing that they must use in supervising their children in learning activities, which is useful

for monitoring their activities, and understanding their feelings, attitudes, behaviors or expressions to be close or familiar. Therefore, this interpersonal communication is a communication that is suitable for parents to use to improve their supervision for the better of their children in this learning activity. As Hanani says that this interpersonal communication looks more at the process of closeness-intimacy, which begins with a psychological approach. It's like building a closeness and familiarity, where the effect is conveyed directly [4].

Mulyana in Hanani [5; 15] mentioned that interpersonal communication is communication between people through face-to-face where each participant captures responses from others directly with verbal or nonverbal messages. This form of communication is also included in the diadik which only involves two people, such as two best friends, husband and wife, parents with children, and so on.

The characteristics of diadik communication are parties who communicate sending and receiving messages simultaneously and spontaneously, either verbally or nonverbally. Verbal messages are communication that always uses words, both oral and written. This communication is also most widely used in human relationships. Those who use this communication can express their thoughts, ideas, emotions, feelings or intentions in conveying data, facts or information and explain them through the exchange of feelings and thoughts, quarreling or arguing with each other (Mulyana [15, p. 73]) (Kurniawati [10, p. 27]).

Interpersonal communication looks more at the process of proximity to the occurrence of that communication, with the purpose of the message being conveyed the effect is direct. Therefore, interpersonal communication first begins with a psychological approach, building a closeness and familiarity. With the presence of closeness will establish communication spontaneously, even the closeness between the communicator and the communicant does not need to take into account a structure of speech because between the two of them already feel close. Forms

of Interpersonal Communication include Dialogue, (Hanani [5, p. 14–22]) *Sharing*, Counseling.

### **Research Methodology**

This research uses the Interpretive Paradigm paradigm, in order to understand how interpersonal communication is used by parents and their children in supervising online learning. Manzilati that the interpretive paradigm is a paradigm that seeks to understand human behavior. This research method also uses descriptive qualitative methods. Researchers conducted interviews on 3 informants, observations of students' online learning, and documentation (Kriyantono [9]). The results of the data collection of researchers are processed through reduction, description and verification and conclusions. The study was conducted in the Pucung bay area of Bekasi [12, p. 4; 9, p. 308–309].

### **Results of Research and Discussion**

#### **Supervision of Children's Online Learning**

The supervision carried out by parents to their children is usually carried out before online learning begins, until online learning is completed. When the child has not started online learning, parents will tell their child to prepare for the learning needs to be used. If there is a virtual class that uses a learning application, usually parents will help their children first to connect a wifi network or turn on internet data. If the internet data or data package on the mobile phone has run out, then parents will buy a data package first at a credit stall. After that, parents will tell their children to prepare the *Zoom* application, *Google Meet*, or open *Google Classroom* via the link provided by the teacher via cellphone, tablet, computer, or laptop. Then prepare the book to be discussed according to the lesson schedule.

Then when online learning is being carried out, parents will tell their children to first understand the materials provided by the teacher, and tell their children not to play or sleep – lie down while online learning is taking place. For parents who are busy in their household affairs, they will usually tell their brother to supervise his sister who is studying to pay

attention to the teacher who is teaching and be disciplined when online learning is being carried out. When children are learning online, usually busy parents also keep an eye to see whether their children are learning or not. If the child is not seen learning or does not listen to the teacher who is giving material, then the parent will yell at his child to keep paying attention to the lesson, after which the parent will approach him to reprimand his child. If parents are not busy in other matters, they will accompany their children to help with difficult tasks, or help their children if they are confused in answering the questions that have been given by the teacher.

After the online learning is completed, usually parents will check their children by asking whether there are assignments given by the teacher or not, and usually parents will see their children's learning results on the same day. Then parents will be given the material learned that day through the class *WhatsApp* group, so that parents will explain the day's lesson back to their children so that they can easily understand the material that has been given earlier by the teacher. In the supervision of online learning carried out by parents to their children, this causes interpersonal communication that is used, such as when parents supervise by telling their children to pay attention to their teachers who are learning online. The order can be in the form of shouts and reprimands, what is meant by this shouting is when they are not close to their child. For example, the parents are in the kitchen, and the child is in the living room, and then the parents will shout to tell their children to learn, this is done so that the child can listen to the orders from his parents to relearn.

Then the reprimand given from parents is usually done so that the child can return to pay attention to the teacher who is teaching, which can change the attitude or behavior of the child who was sleeping around, watching TV, leaving the house while studying to be paying attention to the teacher again, then giving affirmation with a reprimand if the child cannot do his task. The communication used by parents

is also carried out when they are checking their children, where parents will ask their children first if they have finished learning or not. If the child answers “unfinished”, then the parents will approach him to help him temporarily, after which the parents will return to the previous busyness. Then for parents who are outside the home, usually they will check by calling or making a video call, after that they will ask about what lessons get assignments from the teacher, then parents also ask about their children who can understand the subject matter or not. If the child gets an assignment from his teacher, then the parents will tell him to do the task immediately.

Then the communication that parents do when they are sharing their busy time with their children, where they will interact directly to ask about the learning that is done on the same day. Often parents will also negotiate with their children when they are in a bad “mood”, this negotiation is by communicating to offer solutions by following the will of the child, such as whether the child wants to learn now or later.

When online learning is completed, parents and children usually tell each other what they feel during this online learning implemented by the Government. Parents will tell them that they complain that if time at home has to be divided to become a teacher in their children’s online learning, parents also have no understanding of their child’s subject matter, and parents want their children to start entering school only. For children, they usually complain if they are too bored to stare at the phone screen continuously, so they want to meet and play with their friends at school. The communication carried out by parents and children is also included in counseling, where parents will clear up the problems experienced by the child, and will help him to find a solution in solving his problems.

From the results of research that has been found by researchers, that communication activities carried out by parents with their children in supervising online learning run properly, where parents will communicate to their children to continue to provide direct interaction, whether through face-to-face or

not, the communication activities they do often occur when they are busy in their work matters. Based on the analysis of researchers in conducting this study, parents carried out interpersonal communication with their children to convey direct messages to them to remind them to continue studying or doing their tasks, and this communication only occurs between parents and their children, either through face-to-face, telephone, or video calls.

### **Interpersonal Communication in Online Learning Supervision**

From the results of research that has been found by researchers, that communication activities carried out by parents with their children in supervising online learning run properly, where parents will communicate to their children to continue to provide direct interaction, whether through face-to-face or not, the communication activities they do often occur when they are busy in their work matters. Based on the analysis of researchers in conducting this study, parents carried out interpersonal communication with their children to convey direct messages to them to remind them to continue studying or doing their tasks, and this communication only occurs between parents and their children, either through face-to-face, telephone, or video calls.

From the results of research conducted by researchers, it was found that the interpersonal communication of parents with their children has an explanation of psychological, which starts when parents will ask questions to offer help or solutions to their children so that they can easily answer the tasks they do to be completed faster. What this parent does is to build a closeness or familiarity with their children to make it easier for their children to solve problems in their duties. With the presence of closeness will establish communication spontaneously, even the closeness between the communicator and the communicant does not need to take into account a structure of speech because between the two of them already feel close. (Hanani [5, 14–22]). So that with this approach or familiarity from parents to

their children, it will make children feel the care, attention and presence of their parents in helping them do online tasks even though children know that their parents have a busy life in taking care of work, be it household affairs or affairs outside the home.

Based on the results of the study, researchers found that interpersonal communication between parents and their children in supervising online learning has forms of interpersonal communication. Such as conversations between parents and their children while discussing or doing questions and answers about the tasks given, then parents and children will tell stories to provide experiences or *sharing* that they feel during online learning. And parents will negotiate through questions given to their children, so this is done to adjust the child's "mood" in their online learning. Which inadvertently makes parents and children counsel in this online learning. The following is an explanation of the form of interpersonal communication that occurs between parents and their children:

#### 1. Dialogue Explanation

Based on the results of research that has been carried out previously by researchers, that parents and children have conversations when they are discussing, conducting questions and answers, giving orders to parents and being accepted by children, as well as reprimands given to their children. This is done so that parents can understand the conditions experienced by children when they are learning online, and children will receive input given by their parents.

#### 2. Sharing Explained

Based on the results of research that has been previously found by researchers, that parents and children will share their experiences about their grievances about facing situations and conditions in this online learning, the complaints conveyed by parents certainly have an impact on children as well, such as parents telling their children that they are too cape to share their activities with their children, And children also give stories to their parents if they want to play with their friends in school so that they feel

happy and don't feel bored in the house. Researchers concluded that from the experiences or complaints felt by parents and children, this certainly makes them know each other and understand the feelings, traits, attitudes, and behaviors they experience with each other during this online learning.

#### 3. Counseling Explained

Based on the results of research that has been found by researchers, that parents accidentally do counseling to their children such as negotiating to adjust the child's "mood" when they do not want to learn or do their tasks at all. So that parents will continue to be patient and relent to them. With what parents have done in negotiating to adjust their child's "mood", this is a decision they make so that they can adjust the child's will when they don't want to do their tasks at all. This is also a way for parents to solve the right problems for their children so that they can easily think about what they want when they want to continue their learning again.

From the way parents negotiate with their children, this is also because parents have little time in supervising online learning for their children, which this supervision style will make children lazy to learn because of their emotional factors that will affect their learning "mood". Based on the findings from the results of this study, researchers found an element of interpersonal communication between parents and their children in the process of supervising them during online learning, where parents become communicators in supervising their children, and children become communicants to hear speech or messages that have been given from their parents, either by phone, or video call.

#### Conclusion

Based on the findings made by researchers, that interpersonal communication between parents and children in the online learning supervision process runs properly, where parents continue to provide interaction with their children. This communication is carried out when online learning has not yet started, until online learning is completed. Such as parents

who will give orders to tell their children to prepare for learning needs before online learning begins, by preparing the Zoom application, Google Meet or Google Classroom, and preparing textbooks that will be discussed later.

When online learning is carried out, parents will discuss to accompany and assist their children in doing assignments and paying attention to their teachers. Parents will also negotiate to adjust the will of their children who want to learn now or later. Often parents will give shouts and reprimands when the child is doing other activities besides learning, this

is done so that their children can return to learning. For busy parents, usually they will tell their brother to supervise their sister who is studying online, often busy parents keep watching their children and check if they are studying or not.

When the online learning is completed, busy parents will ask about whether the assignments given by the teacher are already there or not. Usually parents and children tell each other about how they feel when this online learning is carried out, this communication is done so that they can know their natural feelings.

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