



IPB University
— Bogor Indonesia —



DEPARTEMEN
ILMU KELUARGA DAN KONSUMEN
Building Human Capital For Better Lives



COMMUNICATION

IKK 332 – 3 SKS (3-0)



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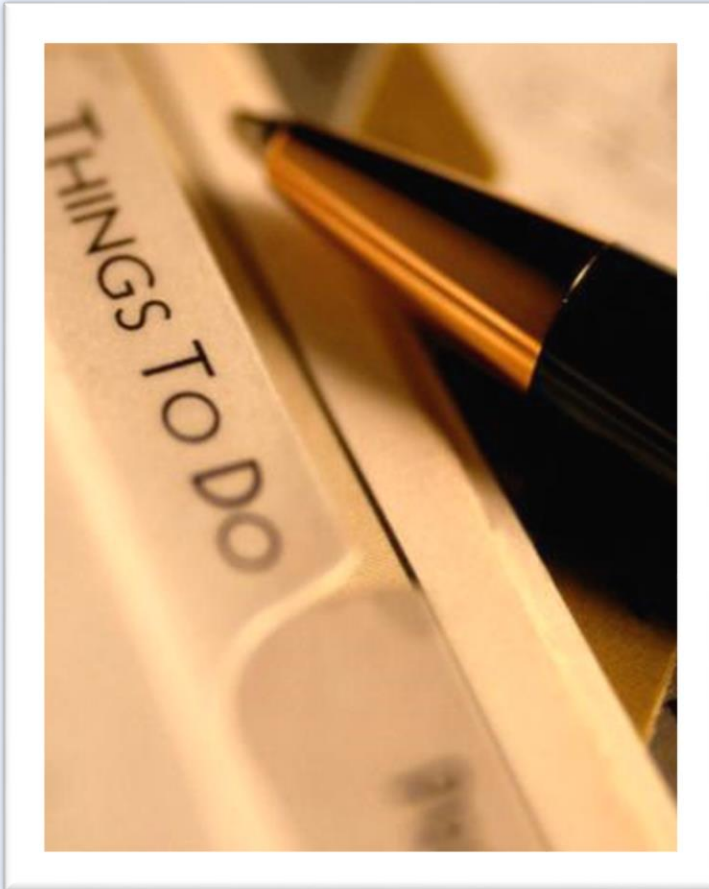


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Course Description



This course discusses the theories, concepts and processes of family resource management. Furthermore, the basic concepts of management such as values, goals, needs, resources, decision making, problem solving on how a plan can be implemented are also discussed; implementation of resource management in the family; family well being and ends with how families face the digital age

LEARNING OUTCOME

After completing this course:

1. Students are able to master the concept of family resource management
2. Students are able to analyze the management of various family resources critically, creatively, communicatively, collaboratively and by upholding character values
3. Students are able to plan the management of various family resources in various family life cycles

LEARNING OUTCOME THIS SESSION



Students are able to explain the communication process, the factors that facilitate and hinder communication, and design the decision-making process

Today's Topics

Communication as part of
management process

Communication Conflicts

Communication in Small Groups

Information and
Communication Technology





Communication is...

The process of transmitting a message from a sender to a receiver (Goldsmith)



Communication and Management

Communication is part of the transformation process (input → output)

Successful life management = effective communication



Communication and Goal Setting

Communicating goals to others and engaging their support and interest is part of goal setting process

Effective Communication is...

Clear

Concise

Consistent

Creative

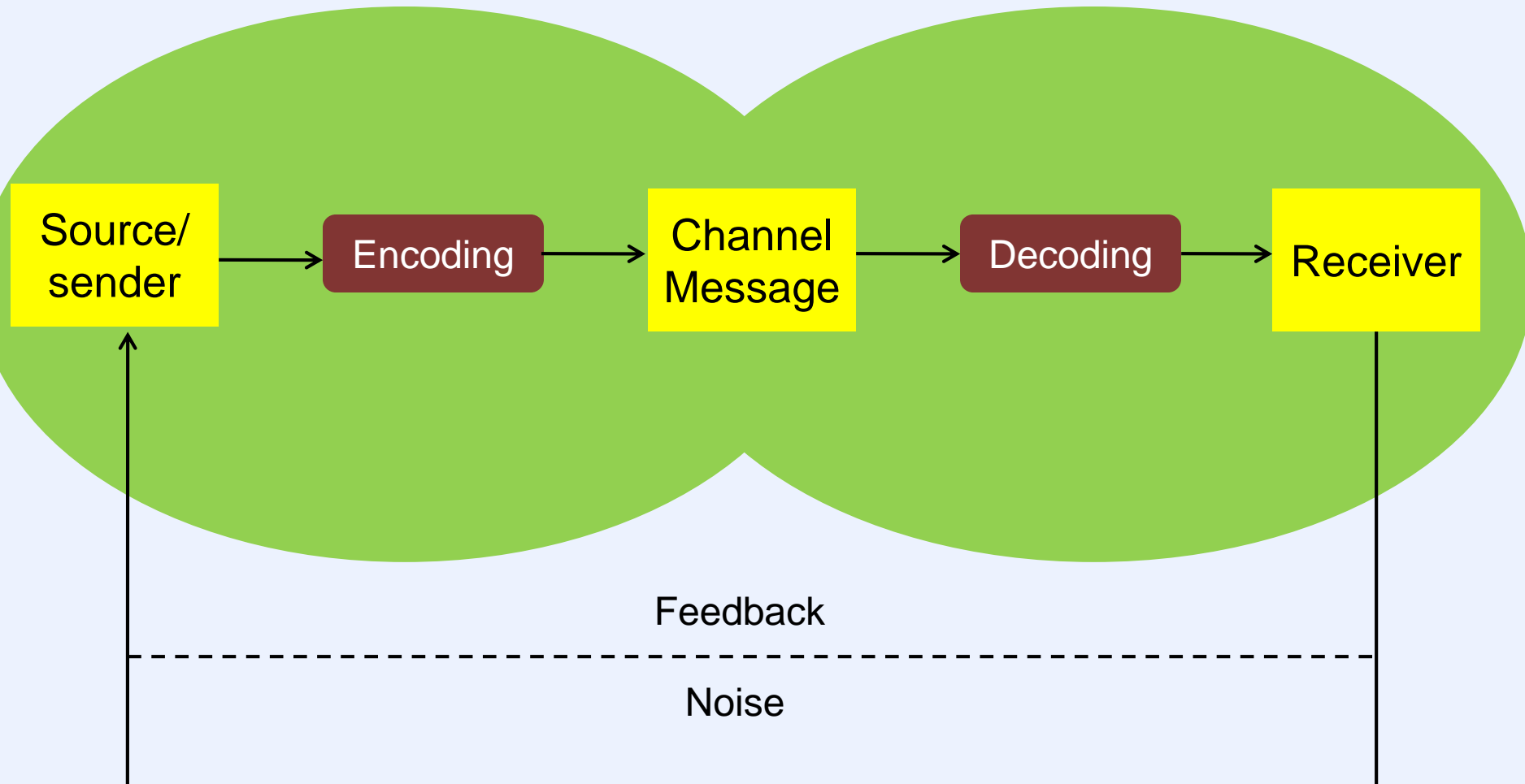
Sensitive to audience

Open to
differing
opinions

Persuasiv
e



Communication Process Model





Channel is the method by which communication travel from source or sender to receiver

Noise (unwanted sound that interferes or distract) is a barrier to learning and communication (divided into **internal** and **external**



Setting (physical surrounding), is where message are communicated. Communication should be appropriate for the setting



Sending = saying what one means to say, with agreement between verbal and nonverbal messages

The sender is called a **source** or **communicator**

Receiving = entails listening to the verbal messages and observing the nonverbal messages

The receiver is the **destination** or **audience**

Four Communication Functions

Encoding

Process of putting thoughts, ideas, or information into symbolic form

Decoding

Process by which the receiver assigns meaning to the symbols

Responses

Individual reactions that follow a message

Feedback

Total response pattern between sender and receiver

**Every good
conversation
starts with
good listening.**

As listeners have a job to do (pay attention to the message), **listening** is considered as **active activity** rather than passive

A good listener summarize conversation when they end and lets the sender know his or her message was heard by gesture(s) → smiling, nodding, etc.



Types of Listening

Critical listening: the listener evaluates or challenges what is heard

Reflective/ Empathic listening: listening for feelings

Informational/ Pleasurable listening: listening for information or for fun

Message: total **communication** that is sent, listened to, and received

Communication: made up of **symbol** → things that suggest something else through association (visible symbol, abstract symbol, verbal symbol, nonverbal symbol)

Ostrich effect:

avoidance of information
(ostrich bird put head in the sand)



**I-Message
Vs.
You-Message**

Message construction

Message content and complexity

Channel

Direct vs. indirect channel

Social channel

Advocate/ expert channel



Feedback provides a control mechanism for the accuracy of communication

The feedback is immediate on face-to face conversation





Communication **Conflict**

In Family

Conflict = a state of disagreement or disharmony

Conflict resolution = negotiation to remedy the conflict

Factors influence conflict strategies (DeVito 2008):

- Goals
- Emotional state
- Cognitive assessment of the situation
- Personality and communication
- Family history



In Family



Interpersonal Conflict = actions by one person that interfere in some way the action of another

Destructive conflict = a specific type of interpersonal conflict involving direct verbal attacks on another individual

Constructive conflict = focus on the issue or the problem rather than on the other person's deficit → lead to deeper relationship & better understanding

“not all conflict are negative...”

- Women speak about **25.000/day**, men speak only **10.000/day**
- Women tend to interrogate or question more than men do
- Women resent “**men’s tendency to offer solutions to problems**”, while men “complain about women’s **refusal to take action** to solve the problem they complain about”
- Men want to solve problem and **move on**, women **hesitate** and **seek other people’s opinion** before move on
- Women are more likely than men to **ask direction** and accept information from others

Gender, Families, and Communication



How to Reconcile?



- Women and men have different but equally valid communication styles → problem arise when both talk each other and expect certain response
- **Solution:** not to change styles to that everyone speaks alike, but to understand and appreciate the various forms of communication
- The realistic approach in family: to learn how to interpret each others' messages and explain your own in a way the partner can understand and accept

Ciri-ciri Komunikasi Keluarga Yang Baik Dan Efektif

1. Terdapat kesetaraan dan keadilan pada masing-masing anggota keluarga.
2. Masing-masing anggota mendapat hak dan perlakuan yang sama dan tidak dibeda-bedakan
3. Terdapat keakraban dan kedekatan yang terjalin antar anggota keluarga
4. Komunikasi yang terbuka antara orang tua dan anak, serta adanya sikap saling menghargai.
5. Terdapat kesediaan pada masing-masing anggota untuk mengesampingkan masalah-masalah kecil demi menjaga hubungan tetap baik.

Source : Wood, Julia T. (2016). Interpersonal Communication: Everyday Encounter. 8th edition. Canada: Cengage Learning.



Communication, Cultures, and Subcultures



What is the
meaning of
this?



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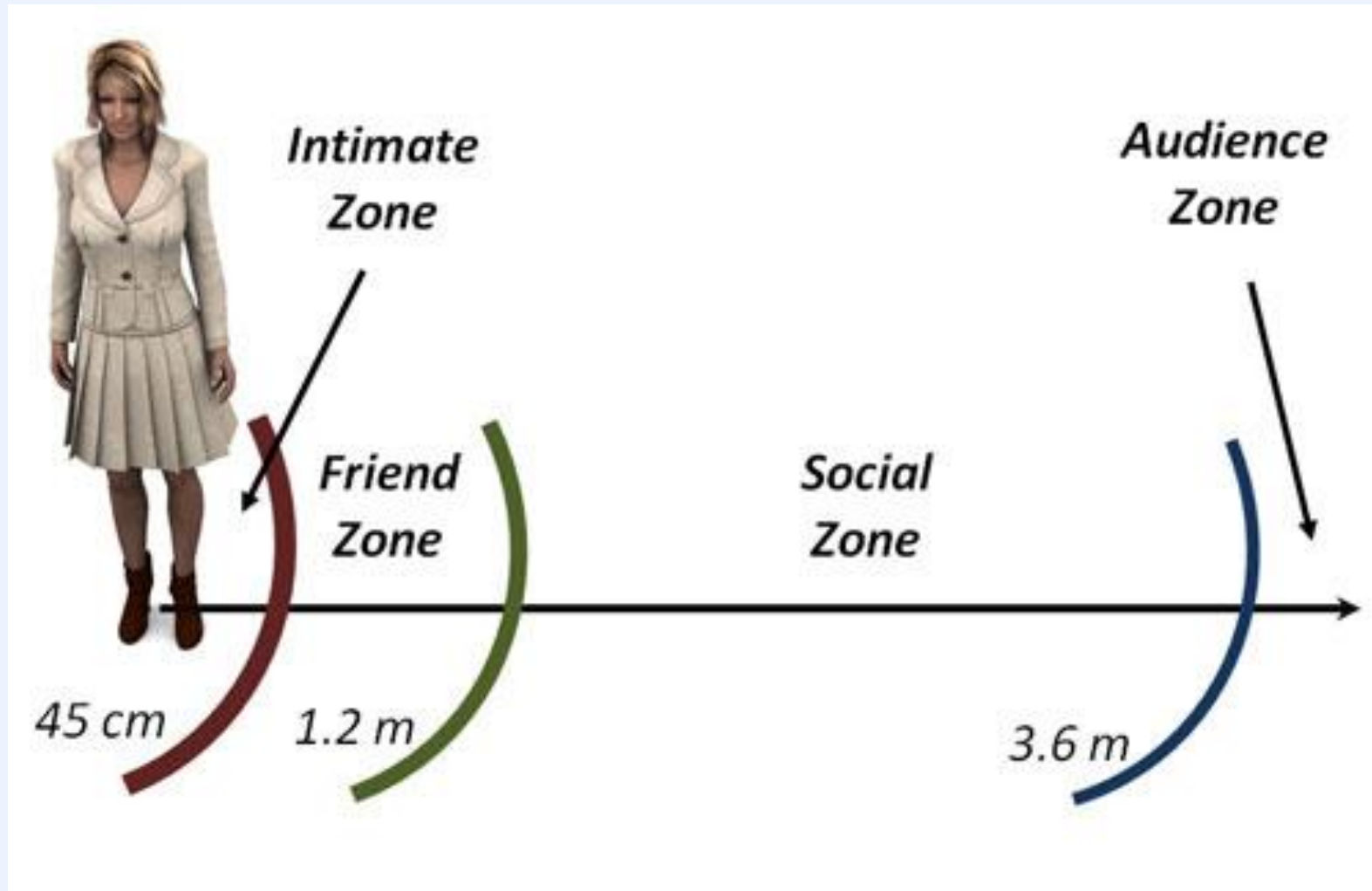
What is the
meaning of this?



Gesture Around the World



Distance Zones



communication in



Small Groups



... all group have in common a **shared goal or purpose** or a **reason for being**

- Family is example of small group that join together by ties of affection and kinship
- Other small group: group that consist of 5-10 people

Factor affecting group **cohesion:**



Size of the group, **goal achievement orientation**, the status and resources of the group, **the degree to which members depend on the group for need satisfaction**, and the demands or pressures under which the members operate



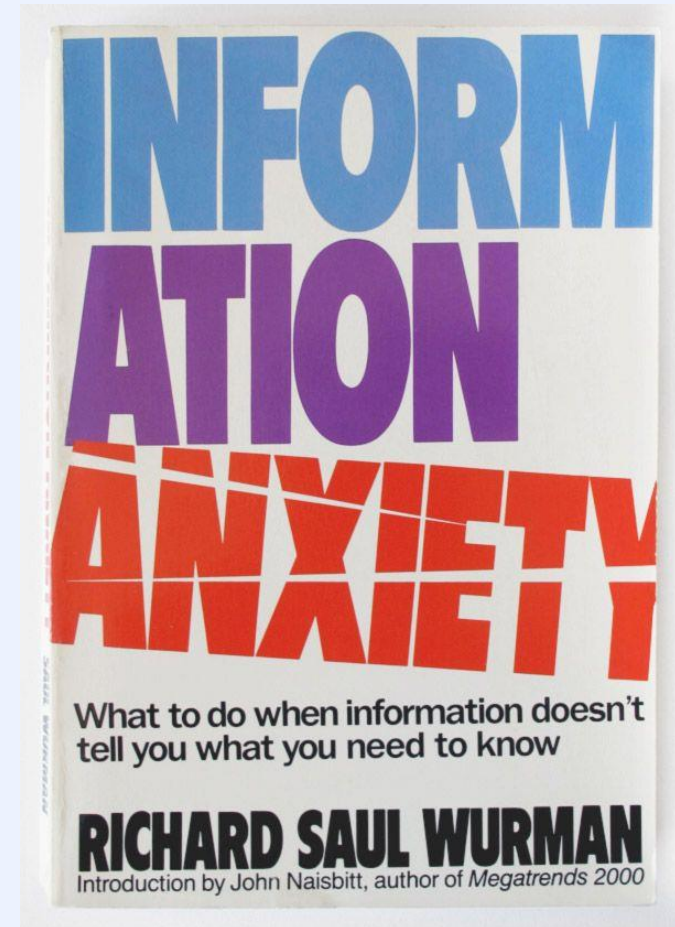
Key for a group to function smooth
is **open communication**

Information and Communication technology





Information overload



Information anxiety



As every advance in communication technology has its pluses and minuses, individuals and families must weight the cost and the benefits before adopting new technology

References

- Goldsmith, EB. 2010. Resource Management for Individual and Families, Fourth Edition. New Jersey: Prentice Hall



Thank you!