



JOURNAL OF SOCIETY INNOVATION AND DEVELOPMENT

The multidisciplinary journal of society for development

JSID

Supported by



JOURNAL OF SOCIETY INNOVATION AND DEVELOPMENT

The multidisciplinary journal of society for development

Journal homepage: <https://journal.institutre.org/index.php/jsid>



Caregiver's Interpersonal Communication Approach to The Elderly

Fatur Rahman

Universitas Islam Negeri Ar-Raniry, Indonesia

Abstract

Interpersonal communication is an interaction that occurs individually. Every elderly person living in a nursing home will be served by a caregiver every day. Therefore, it is very necessary for a caregiver to use it because it has an important role in assisting the elderly. This study aims to determine the interpersonal communication between caregivers and the elderly at Maghrifatullah Nursing Home, Deleng Pokhkisen District, Southeast Aceh Regency. The research methods used are observation, interview, and documentation. The subjects in this study were the head of the caregiver service section, the implementation of services, and the elderly. The results of this study indicate that the approach and obstacles to interpersonal communication between caregivers and the elderly consist of two forms, namely verbal communication and nonverbal communication. The process of interpersonal communication between caregivers and the elderly has been well achieved, where the communication approach that occurs is as a medium for storytelling, facial expressions (smiles), giving advice, and making activities or spiritual guidance programs and sports. While the communication barriers between caregivers and the elderly are physical, education, language, and personality.

Keyword: Interpersonal Communication Approach, Caregivers, Elderly

* Corresponding author, email: faturrahman3210@gmail.com

Received 13 January 2023; Received in revised form 07 May 2023; Accepted 19 July 2023; Available online 15 October 2023

<https://doi.org/10.63924/jsid.v5i1.20>

© Published by Journal of Society Innovation and Development. This is an open access article under the CC BY-SA 4.0 license (<https://creativecommons.org/licenses/by-sa/4.0/>).

The paper is in collaboration with Universitas Islam Negeri Ar-Raniry

INTRODUCTION

Elderly is the final stage in the human life cycle before death which cannot be avoided. Law No.13 of 1998 concerning the Welfare of the Elderly states that the beginning of a person can be said to be elderly is when a person has reached the age of 60 years. When humans reach the elderly stage, they will experience a decrease in the function of their organs and sensory organs. Usually, the elderly are often associated with dementia disease, which is a condition where the brain's ability will decrease. Physically, the elderly is usually characterized by the

appearance of wrinkles on the skin, often blurred vision, teeth that are easily dislodged, and others. Psychologically, the elderly will be easily sensitive to the things around them. Their nature will return to that of children. They will often feel disappointed, need attention, and be angry. With all these problems, the activities that are lived every day will be limited and different from what he often did when he was young. The lives of the elderly will never be separated from the help of others. They will ask for a lot of help from others because some of them are no longer able to move like young or adult humans.

Communication is a necessity in life which contains elements of language, gestures, and expressions in conveying thoughts referred to as messages. By expressing a message, there is an activity between the communicator, namely oneself and the communicant, namely other people, which is called the activity of social beings which is fundamental in nature, so that in the end communication becomes a permanent human need that shapes the survival of social beings. The meaning of communication in this study is communication carried out interpersonally.

According to Denny Bagus, in essence interpersonal communication is communication between communicators and communicants, this type of communication is considered the most effective in changing attitudes, opinions or behavior of a person, because it is dialogic in the form of conversation. The backflow is direct, the communicator knows the communicant's response right away. When the communication is launched, the communicator knows for sure whether the communication is positive or negative. According to D. Lawrence Kincaid in the book Hafied Cangara, interpersonal communication is a process in which two or more people form or exchange information with each other, in turn having a deep mutual understanding. In building interpersonal communication, itself, maghrifatullah nursing homes build interpersonal communication methods by relying on caregivers who act as communicators or implementers in communicating with their communicants, namely the elderly.

The way elderly people communicate is certainly different from the way people communicate in general. Those who experience a decrease in sensory functions such as the senses of hearing, vision, and speech, will speak slowly or they can also use non-verbal cues so that what is said can be understood by the interlocutor. Verbally, because the elderly has life experiences in the past and always hold culture and customs, some of them prefer to communicate in their respective regional languages, even not infrequently there are those who speak Dutch because they have life experiences when they were still colonized by the Dutch. With these problems, many families of the elderly prefer to entrust their elderly parents to nursing homes.

Nursing homes in Indonesia are divided into two, government-owned and privately-owned. The difference is that if it is government-owned, the elderly who are cared for in the nursing home are free of charge or usually subsidized by the government. Whereas if the nursing home is privately owned, the elderly will be charged regularly for their daily living expenses. Usually, the elderly who are in these nursing homes are the elderly who are entrusted by their families because they are not capable of taking care of them. Being a nurse in a nursing home is different from being a nurse in an orphanage or hospital. Nurses in nursing homes need to have a lot of patience because the emotions of the elderly change all the time. Her daily duties

include preparing healthy meals for the elderly and keeping them clean from bathing, helping them defecate and urinate, making their beds, and so on. In all of this, the nurse must have a good way of communicating with the elderly who have problems in hearing and pronunciation. If the nurse misinterprets what is said by the elderly, the elderly may get angry and no longer want to be treated by the nurse.

Old age and growing old is a natural process that all humans go through. In this process, changes occur in the physical and biological functions of the human anatomy. These physical and biological functions affect various psychological and mental aspects as well as social aspects. Among the problems often faced by those who enter old age, is the decline in physical function which results in a decrease in health status, reduced opportunities and work productivity due to limited mobility, socio-economic dependence due to lack of old age insurance, the emergence of various kinds of psychological problems such as feelings of helplessness and a sense of neglect and being a burden on the family.

Caregivers can be defined as people who take care of, taking care of is taking care of (caring for and educating), guiding (helping, training and so on), Meanwhile, Etymologically Caregiving comes from the word "foster" leading, managing, guiding. Caregiver means a person who carries out the task of leading, managing or guiding.

Meanwhile, according to the World Health Organization (WHO), an elderly person is someone who has entered the age of 60 years and above, the elderly are the age group of humans who have entered the final stage of their life phase. In other words, old age is the closing period in a person's vulnerable life, a period in which a person has "moved away" from the previous, more enjoyable period, or moved from a time full of benefits. When a person moves away from a previous period of his or her life, he or she often looks at the past, usually with regret, and tends to want to go back in time to fix things so that they become what he or she wants them to be now. So from the description above, it can be said that caregivers and the elderly are an inseparable part or it can be said that caregivers are people who care for, look after, guide the elderly who have reached old age or have entered the final stage in their life phase with various personal and social problems that occur.

Based on the results of a pre-survey or observation conducted by researchers, there are problems that occur, such as one of the elderlies at the Maghrifatullah nursing home in Southeast Aceh, Mrs. Nur Yeni. She is one of the elderlies who has been in the Maghrifatullah Social Home in Southeast Aceh for quite a long time, with an age of 61 years. The problem that occurs is the difficulty of hearing and quickly forgetting to remember things because of old age. Along with this, it also happened to Mr. Abdul Wahab, 77 years old, where the problem that occurred was related to the function of the sense of hearing which was difficult to hear clearly, and tended to be slow in receiving information conveyed by caregivers and lack of self-interest or passion for doing something activity.

The dominant factor is the reason why the elderly live in the Maghrifatullah nursing home is internal factors, namely factors within the elderly and the most points are not wanting to trouble their children, one of which is the reason behind the emergence of this factor is because the elderly feel a burden on their children, especially if their children already have

families, besides having to take care of and provide for their families, their children also have to take care of themselves who are elderly so they decide to live in the orphanage alone.

Problems that occur in the elderly, become the obligation or main task of caregivers in playing an active role in providing guidance to the elderly through approaches or methods of interpersonal communication itself, in the hope that the problems that occur can be resolved. The involvement of caregivers in every activity or communication at the Maghrifatullah nursing home is something that is very much needed, so that coaching for the elderly (elderly) becomes optimal and has a big impact in the future, especially in addressing the problems experienced by every elderly person in the Maghrifatullah nursing home in Southeast Aceh. The success or failure of a communication depends on how the communicator can influence and make an interpersonal approach to his communicator, so that the communicator can understand what the communicant is experiencing deeply, then the communicator can address the social problems experienced by the communicant (elderly).

Nursing or social homes are a tangible form of the government's role in ensuring the welfare of the elderly. In addition, in nursing homes the elderly do a lot of activities that involve their physical and mental health so that they are always awake, as well as a means of entertainment, such as healthy gymnastics, doing hobbies such as handicrafts or just reading. Nursing homes are also a place that will be a place for the development of social interactions, because they will live together with fellow elderly people. The social home referred to in this study is the Maghrifatullah Social Home, precisely located in Lawe Pangkat Village, Deleng Pokhkisen District, Southeast Aceh Regency, Aceh Province.

From the explanation and the results of these observations, the researcher is interested in conducting research on "The caregiver's interpersonal communication approach to the elderly at the Maghrifatullah nursing home, Deleng Pokhkisen District, Southeast Aceh Regency" because the problems that occur are really clear and relevant to be raised as research, with the hope of digging as deep as possible information and providing input in addressing the personal and social problems experienced by the elderly, So that the role of caregivers in providing positive encouragement to the elderly can be realized, by emphasizing the approach through communication methods that are well established by caregivers and the elderly, it is hoped that caregivers can increase self-capacity, encourage and motivate the elderly to continue to be enthusiastic in dealing with life problems.

According to Ramayulis, defining the approach is a translation of the word "approach". In English it means come here (approach) go to (way to) and way path (road) in this sense it can be said that approach is a way of approaching or coming to something. According to Lewson in the context of learning, he defines that the approach is all the ways or strategies used by students to support the effectiveness of efficiency in the learning process of certain materials.

Communication comes from the Latin language, *Communis*, which means building a togetherness between two or more people. According to Cherry, communication also comes from the Latin *Communico* which means to share. According to him, communication is the process of conveying messages from communicators to communicants to fulfill the same

thoughts or perceptions in giving meaning to the messages conveyed. Meanwhile, according to Laswell, communication means that the right way to explain an act of communication is to answer the question "who conveys, what is conveyed and what is conveyed".

Interpersonal communication is a very dominant activity in everyday life, but it is not easy to provide a definition that can be accepted by all parties. Therefore, experts provide a limitation of the definition of interpersonal communication. Interpersonal communication is the delivery of messages by one person and the recipient of messages by another person or a small group of people, with various impacts and with the opportunity to provide immediate feedback.

According to Joseph A. Devito, interpersonal communication is the process of sending and receiving a message from someone to someone, or from a small or large group of people so as to produce feedback and the recipient of the message can receive and respond directly. According to R. Wayne Pace, interpersonal communication is a communication process that takes place between two or more people face-to-face where the sender can convey the message directly.

According to the Big Indonesian Dictionary, caregivers are defined as people who take care of, taking care of (caring for and educating) small children, guiding (helping, training and so on) so that they can stand on their own. Meanwhile, Etymologically Caregiving comes from the word "foster" leading, managing, guiding. Caregiver means a person who carries out the task of leading, managing or guiding. While the definition of caregivers in general is adults, who are also responsible for the survival and education of children, which is included in this study are father, mother, foster parents, grandfather, grandmother, uncle, aunt, brother or guardian.

In the Maghrifatullah Nursing Home, Deleng Pokhkisen District, Southeast Aceh Regency has programs and activities in which in this case the elderly caregiver participates directly in the activities set by the Maghrifatullah Nursing Home. Because without the role of a caregiver, existing activities cannot run well, for example routine activities held in the orphanage, such as recitation or religious guidance in the musholla, the caregiver is very reliable for the success of these activities, because in this activity the caregiver interacts directly with his communicants or the elderly, and the method applied is the question-and-answer method directly, so that the elderly can give feedback to the communicator instantly. Thus, a caregiver is someone who is given full responsibility for educating, fostering, guiding and looking after the elderly to overcome or address their social problems in order to become better as expected by themselves and the community environment especially for caregivers.

In the process of addressing social problems in the Makripatullah social institution, it is very necessary for the process of caring for the elderly, because we already know that the elderly is those who have begun to have reduced memory, body power that begins to weaken, memory that begins to decline, vision that is fading and so on. So, the role of a caregiver is a person who is very instrumental in educating, fostering, caring for, loving with affection and providing high encouragement and motivation to the elderly in order to address social problems that exist and are experienced by the elderly.

Old age is a unique and difficult period in life. Old age is a transitional stage in the sense that both men and women must adjust to diminishing physical and mental strength. They also have to learn to accept passive roles and rely on others as opposed to the active leadership roles

of the past, in the family and in the workplace. Elderly people in the course of their lives can be categorized into two kinds of attitudes. First, old age will be accepted naturally through deep awareness, while the second elderly people in responding to their lives tend to reject the arrival of old age, this group does not want to accept the existing reality.

So, the definition of elderly according to the author is a period in which a person experiences setbacks in his life physically, endurance, mind that has begun to decline. For this reason, it is necessary to have special support for the fostered residents (elderly) at the "Maghrifatullah" nursing home so that their lives are comfortable and their hearts can feel calm by doing activities that support both physical and spiritual health. The elderly in this orphanage is aged around 60 and above. At the Elderly Social Service Center "Maghrifatullah" Southeast Aceh, Islamic spiritual guidance is carried out twice a week, namely on Tuesdays and Fridays. In order to prepare better deeds of worship for their provision in the afterlife.

The definition of nursing home according to the Big Indonesian Dictionary, consists of the words nursing home and nursing. Panti which is interpreted as a place to care and accommodate. Meanwhile, a nursing home is any person who is related to the elderly, does not have or is powerless to earn a living for the basic needs of his daily life. Article 1 of Law Number 4 of 1965 concerning the provision of livelihood assistance for the elderly.

Based on research conducted by Nanda Mustike entitled "Social Adaptation of the Elderly at Uptd Rumoh Sejahtera Genaseh Sayang Nursing Home, Gampong Lam Glumpang, Ulee Kareng District, Banda Aceh City". Year. 2018. This study aims to determine how the process of social adaptation of the elderly who are in nursing homes, namely by getting acquainted with the old elderly for the elderly who have just entered the orphanage, by being friendly, interacting, understanding each other, doing activities made by the orphanage etc., which aims to make each elderly person able to adapt to his surroundings.

Research conducted by Mela Brig Murdanita, Nursing Study Program, Stikes Bhakti Husada Mulia Madiun, namely about "The Relationship between Elderly Loneliness and Social Interaction in the Elderly at UPT Social Services for the Elderly Mangetan". elderly loneliness is seen as unique because it has an impact on complex health. Things that need to be done to overcome loneliness in the elderly, one of which is to interact socially. Social interaction occurs if there is communication and mutual influence on each other in thoughts and actions. In this study, the authors examine more about the relationship between elderly loneliness and social interaction in the elderly, in the process of which the elderly experience many changes when living in the UPT Advanced Social Services.

This research was conducted by Darmawan Wahyudi, an Islamic broadcasting communication study program, Raden Lampung State Islamic University in 2021, with the title "Interpersonal Communication Approach between caregivers and the elderly at Tresna Werdha Natar nursing home". This study aims to determine a description of how the problems that often occur social problems in the elderly such as lack of social interaction, lack of confidence, lack of interest, lack of religious knowledge, and always depend on others. This research uses a descriptive method with a type of qualitative research which is a systematic description of the

facts accurately. Data collection techniques using observation techniques and interviews with respondents. This work was carried out during October 2020.

From the results of research conducted by Darmawan Wahyudi on the description of the emergence of the caregiver's approach in nursing homes to the elderly through the behavior that occurs, which was carried out in the Tresna werdha natar nursing home, while the research that the researchers conducted included the maghrifatullah nursing home "Caregiver Interpersonal Communication Approach to the Elderly at Maghrifatullah Nursing Home Deleng Pokhkisen District, Southeast Aceh Regency". which is where there are similarities in conducting this research using qualitative research methods and similarities in explaining the caregiver's communication approach to the elderly in nursing homes. While the difference from this study is that the research conducted by Darmawan Wahyudi is about the interpersonal communication approach of caregivers and the elderly through the behavior that occurs at the Tresna Werdha Natar Nursing Home. While the research conducted by the researcher is about how caregivers' approach and inhibit interpersonal communication effectively and efficiently with the elderly who develop in nursing homes for the elderly. As well as what factors determine the formation of ineffective communication in nursing homes against elderly people in mkhripatullah nursing homes.

Based on the various reviews above, the author has not found any research that examines the Caregiver's Interpersonal Communication Approach to the elderly at the Maghrifatullah nursing home. Therefore, from several studies of previous research above, the authors are very interested and consider it important to conduct research on the Caregiver's Approach to the elderly at the Maghrifatullah Nursing Home in Building Caregiver Interpersonal Communication with the Elderly.

This research on the effectiveness of caregiver communication with the elderly was conducted using the Osgood and Schramm Communication model. The communication model described by Osgood and Scram applies mainly to interpersonal forms of communication. The communication process runs in a circular manner, where each actor alternately acts as a communicator/source and communicator/receiver. Based on the above problems, this research aims to find out: 1. To find out the caregiver's communication approach to the elderly in the Maghrifatullah nursing home, Deleng Pokhkisen District, Southeast Aceh Regency. 2. To find out what are the obstacles to caregiver interpersonal communication towards the elderly in the Maghrifatullah nursing home, Deleng Pokhkisen District, Southeast Aceh Regency.

METHOD

This research is one way to answer the question being studied, namely describing the object of research (Caregivers, Elderly) based on actual conditions. Descriptive qualitative is research that presents the relationship of phenomena tested in detail. According to Kriyantono, qualitative research explains the phenomenon in depth, which does not prioritize the size of the population (sampling), so there is no need to look for other sampling. Qualitative research is realized in words, sentences and not in numbers. This research is descriptive, namely the problem-solving procedure investigated by describing or describing the state of the subject /

object of research (Caregivers, Elderly) at the present time based on the facts that appear, or as they are. So qualitative research method is a concept that seeks to provide answers to problems that want to know the truth by looking for descriptive data, namely in the form of written or oral words from the object under study. As expressed by Bogdan and Taylor quoted by Lexy J. In this study using qualitative research because qualitative research aims to understand the phenomenon of what is experienced by the subject and is able to reveal the answers to what the author will research, in terms of the Foster Care Communication Approach to the Elderly at Maghrifatullah Nursing Home. This research explores what is happening in the current phenomenon, namely the Communication Barriers of Caregivers to the Elderly, experienced by Caregivers and the Elderly at Maghrifatullah, Southeast Aceh.

This section should not exceed 10% of the manuscript, to be written briefly, concisely, and clearly, but adequately to allow others to replicate and build on the published results. This section contains an explanation of the research approach, subjects of the study, the conduct of the research procedure, use of materials and instruments, data collection, and analysis techniques. These are not theories. Such a description enables the reader to evaluate the appropriateness of methods and the reliability and validity of the results.

In the case of statistical uses, formulas that are generally known should not be written down. Any specific criteria used by the researcher in collecting and analyzing the research data should be completely described, including the quality of the instruments, the material of the research, and the procedure of data collection. Interventional studies involving animals or humans, and other studies that require ethical approval, must list the authority that provided approval and the corresponding ethical approval code. Please bear in mind that readers must be able to recreate your study from the level of detail that you give.

FINDING AND DISCUSSION

Maghrifatullah Nursing Home is located in Southeast Aceh, precisely in the village of Lawe Pangkat, Deleng Pokhkisen District, Southeast Aceh Regency, namely on Jalan Lawe Pangkat No. 06. This nursing home is only 1 floor, 20 lodging places or bedrooms and used to be a nursing home for women only which later developed into a mixed nursing home. This nursing home was founded in 2000 by a millennial. Maghrifatullah nursing home is an elderly social service institution based on nursing homes and the only one under the guidance of the Southeast Aceh Social Service, Aceh.

Based on the results of the study, caregiver skills in communication are very important in serving the elderly in nursing homes. The use of appropriate communication also greatly determines the quality of communication that will be established. In serving the elderly, caregivers will conduct interpersonal communication. To get the desired goal, of course, you have to take the right communication approach when communicating with others. There are four interpersonal communication approaches used in achieving a goal. The communication approach consists of informative, dialogical, persuasive and instructive approaches.

Fourth, the interpersonal communication approach becomes a reference for researchers to analyze the extent to which caregivers succeed in conducting interpersonal communication when providing services for the elderly living in nursing homes. This interpersonal communication approach is very helpful for researchers in seeing the interaction process that

occurs from a number of informants chosen by researchers. The informants chosen by the researcher represent caregivers and the elderly who live in nursing homes.

The informative approach assumes that the communicator only conveys information to the communicant with the aim that the communicant can gain new knowledge. The informative approach can be applied by caregivers when communicating with the elderly because caregivers only convey information to increase the knowledge of the elderly. Given the character of the elderly who are difficult to manage, the better the delivery of information conveyed by the caregiver, the easier it is for the elderly to understand the message they receive.

Unlike the dialogical approach, which explains that communicants and communicators are in an equal position so that both parties accept each other without pressure and coercion. To find out what the elderly need, caregivers also apply this approach when interacting in providing services for the elderly. A persuasive approach used to change a person's attitude and behavior in a subtle way or persuade him. This approach is also used by caregivers if there are elderly people who are difficult to serve. The last approach is the instructive approach, based on the results of the study, this approach cannot be applied by caregivers when providing services to the elderly. In essence, this instructive approach is in the form of orders or coercion used by communicators to change one's attitude. Given the age of the elderly living in the orphanage, caregivers cannot apply this approach, because the elderly cannot be forced and ordered to do what the caregiver wants.

Based on the results of interviews and observations that have been made, researchers analyzed several communication approaches taken by caregivers with the elderly, including the following: One form of caregiver communication approach with the elderly is oral communication. Oral communication is communication that is conveyed directly through sound or language, such as speaking, calling, and so on. The following is the oral communication that occurs between caregivers and the elderly at Maghrifatullah Nursing Home. a. As a medium for storytelling. Everyone has problems within themselves, both problems with family and problems with fellow elderly people. Therefore, people with many problems need solutions and a place to express their problems. Based on the results of an interview with Mrs. Hamlimah (45 years old) as the caregiver at the Maghrifatullah nursing home stated that: "Usually the elderly like to tell stories to older siblings. If, for example, the elderly see that their older siblings are not doing anything, then they will call their older siblings to sit near them on the sofa, then they invite them to tell stories". Based on the interview above, it can be concluded that the communication approach taken by caregivers with the elderly is that the elderly makes caregivers their place to tell the problems they experience.

The same thing was also conveyed by Mr. Fazri Selian (26 years) as the caregiver at the Maghrifatullah nursing home, stating that: "The elderly here tell me about their family problems, for example there are those about relatives and even their children who rarely visit here". Based on the interview above, it can be concluded that the problems told are more personal problems, one of which is related to the family of the elderly.

Another thing was also conveyed by Mrs. Sartiah (40 years old) as a caregiver at the Makhrifatullah nursing home, stating that "Sometimes they have problems with their fellow elderly friends here, problems arise usually because of differences in the character of the elderly, some have a jealous nature, vindictive and some are rather sensitive. So, the elderly often tells me about their dislike of other elderly people".⁷⁴ Based on the interview above, it can be

concluded that the problems told with caregivers are also about their relationships with fellow elderly people who are in one house.

Furthermore, based on the results of an interview with grandmother Ummiati (66 years old) as an elderly person at the Maghrifatullah nursing home, she stated that: "Yes, grandma likes to tell stories with sartiah (caregiver), the stories are various. I just tell her what comes to mind. Grandma is comfortable when telling stories with Aisyah". Based on the interview above, it can be concluded that the elderly chooses to talk to caregivers because they feel comfortable with their caregivers, so they are open with the problems they face.

Openness at this stage is important in communication, the use of good word choice and clear intonation will greatly affect the caregiver's communication approach process in responding to questions from the elderly. If the invitation to tell the story can be responded well, then the elderly will be more open with the caregiver. This is as conveyed by Mrs. Halimah (45 years) as a caregiver at the Maghrifatullah nursing home, stating that: "Usually the elderly like to tell stories to older siblings. If for example the elderly see that their older siblings are not doing anything, then they will call their older siblings to sit near them on the sofa, and then they tell stories".

Based on the interview above, it can be concluded that the communication approach taken by caregivers with the elderly is that the elderly makes caregivers their place to tell the problems they experience. Mrs. Sartiah (40 years old) as a caregiver at the Maghrifatullah nursing home stated that: "Older siblings usually always try to use good and polite language in responding to their stories. Then when you are called by the elderly to talk to them, you immediately respond well, so that maybe that makes the elderly more open. What is asked during storytelling is always answered well". From the interview above, it can be concluded that the use of polite language in the communication process is very important in supporting openness in the communication approach taken by caregivers with the elderly.

A different thing was also conveyed by grandmother Siti Nuryeni (61 years old) as an elderly person in the Maghrifatullah nursing home, stating that: "Sometimes grandma calls, intah (the call of the caregiver, Mrs. Halimah) to chat, she doesn't come near grandma, yes, grandma is a little annoyed". From the interview above, it can be concluded that the delay in responding will hinder the development of an open attitude between caregivers and the elderly. The caregiver here provides an opportunity for the elderly to express their problems. Because caregivers consider the elderly as their parents too. Like a child. So always nurture, listen and complement the needs of their parents. This storytelling activity is not scheduled because it is freed up for the elderly whenever they want to ask the caregiver to talk to them. The place where the caregiver and the elderly tell stories is usually in the home part of the room or hall and also the elderly's room.

Interpersonal communication barriers found by caregivers are only language differences, poor hearing and physical impairment. In daily life, there are caregivers who cannot speak Aceh so it is difficult to understand what the elderly are saying. Hearing loss is also experienced by many elderly people in nursing homes, unlike physical disorders, some of the elderlies have had strokes. Although there are some obstacles, caregivers can overcome them well. For example, when serving elderly people with hearing impairments, they will raise their voices or directly

demonstrate what they want to convey so that the communication process can take place effectively.

Interpersonal communication barriers that exist between officers and the elderly at the Maghrifatullah nursing home. At first, the obstacles that the elderly have are so many. Starting from physical barriers, technological barriers, environmental barriers, literacy barriers, personality barriers, thinking barriers, language barriers, experience barriers, and educational barriers. However, the barriers that most interfere with the communication relationship between the officers and the elderly are physical, educational, language and personality barriers.

Elderly (elderly) is the term for the final stage of the aging process. Biologically, the elderly population is a population that undergoes a continuous aging process characterized by a decrease in physical endurance, which is increasingly vulnerable to disease attacks that can cause death. It is said to be elderly, that is, the age has reached 60 years and over. This is due to changes in the structure and function of cells, tissues, and organ systems. Economically, the elderly population is seen more as a burden than a resource.

Due to the age factor, the elderly in general will be very different from those who are still young, will be more vulnerable in all respects such as social, health, psychology and others. So that the elderly need special attention, especially from their children. For those who have no one to take care of, a place is provided to maintain the social welfare of the elderly in Aceh, namely the Maghrifatullah nursing home. The goal is for the elderly to spend old age calmly without burden.

The elderly will live together with the elderly of their age in the maghrifatullah nursing home, the most important thing to maintain the peace and comfort of the elderly is to maintain good closeness or interaction. closeness is a relationship that exists between fellow elderly, both elderly and elderly and elderly with administrators because the elderly will live together for a long time, with good closeness or interaction, a harmonious relationship will be created.

The elderly will live together with caregivers and fellow elderly of their age in the Maghrifatullah nursing home, the most important thing to maintain the peace and comfort of the elderly is to maintain good closeness and interaction. Interaction is a relationship that exists between fellow elderly people, both elderly people and elderly people and administrators because the elderly will live together for a long time, with good closeness, a harmonious relationship will be created.

The approach that exists between fellow elderly people and caregivers is very good, although it is not uncommon for disputes to occur. The approach that caregivers often use is as a medium for storytelling Caregivers provide opportunities for the elderly to express their problems. Because caregivers consider the elderly as their parents too. So that they get along like a child. The caregiver's approach with the next elderly is Smile is part of the caregiver's communication approach with the elderly. in the form of a smile that is given so that the elderly feel comfortable and close like their own family in the maghrifatullah nursing home. Furthermore, the communication approach taken by caregivers with the elderly is one of them through the advice given by the caregiver to the elderly so that the elderly want to listen to what the caregiver says.

The elderly also often have closeness or interaction in various activities, such as when they carry out sport's spiritual guidance activities and others. Thus, they will be closer so as to reduce the sense of loneliness in themselves and their enthusiasm for life will increase. Due to

old age, the elderly will be more religious, therefore they are very happy to do religious activities together.

Interpersonal communication barriers found by caregivers are physical, educational, personality and language. In everyday life, there are caregivers who cannot speak Aceh so it is difficult to understand what the elderly are saying. educational status also greatly affects the communication barriers of caregivers with the elderly. The difference in one's level of education makes each individual have a different understanding in digesting the information provided. Hearing loss is also experienced by many elderly people in nursing homes, unlike physical disorders, there are some of the elderlies who have had strokes. Although there are some obstacles, caregivers can overcome them well. For example, when serving elderly people who experience hearing loss, they will raise their voices or directly demonstrate what they want to convey so that the communication process can take place effectively.

Based on the results of the researcher's observations, caregivers have carried out effective communication when serving the elderly. In this case, caregivers will pay attention to the health and character of the elderly when interacting. They will also understand the needs of the elderly through communication carried out when caregivers provide services. Good information delivery from caregivers also makes the elderly feel satisfied with the services that have been provided so that the elderly feel comfortable living in the Maghrifatullah nursing home. Not only limited to the process of delivering information, the relationship between the elderly and caregivers is also close like a family so that complaints can be submitted openly.

CONCLUSION

Based on the results of research on the interpersonal communication approach of caregivers towards the elderly in Maghrifatullah nursing homes, Deleng Pokhkisen District, Southeast Aceh Regency, the following conclusions can be drawn: 1. One form of communication approach between caregivers and the elderly in Maghrifatullah nursing homes is oral communication. Oral communication is communication that is conveyed directly through sound or language, such as speaking, calling, and so on. Some of the oral communication approaches that occur between caregivers and the elderly at Maghrifatullah Nursing Home are as a medium for storytelling Caregivers provide opportunities for the elderly to express their problems. Because caregivers consider the elderly as their parents too. So that they get along like a child. The caregiver's approach with the next elderly is Smile is part of the caregiver's communication approach with the elderly. in the form of a smile that is given so that the elderly feel comfortable and close like their own family in the Maghrifatullah nursing home. Furthermore, the communication approach taken by caregivers with the elderly is one of them through the advice given by the caregiver to the elderly so that the elderly want to listen to what the caregiver says. the next approach is to create activities or spiritual guidance and sports programs so that caregivers and the elderly also often get close or interact in various activities, thus they will be closer so as to reduce loneliness in themselves and their enthusiasm for life will increase. 2. In carrying out caregiver communication with the elderly, Maghrifatullah nursing home officers experience communication barriers, interpersonal communication barriers that exist at Maghrifatullah Nursing Home are owned by two parties, namely the officers and the

elderly. Interpersonal communication barriers in the form of educational barriers and personality barriers. While the elderly have physical barriers, personality barriers, language barriers and educational barriers. Educational barriers owned by both are in the form of using language that is sometimes difficult to understand, not having the ability to read and write, thinking slowly, and also affecting the personality of both. Personality barriers owned by officers are officers sometimes feel impatient in taking care of fussy elderly people. While the personality of the elderly is chatty, unruly, spoiled, likes to lie, and has a sense of jealousy. Physical barriers owned by the elderly in the form of decreased sense of hearing and loss of ability to speak, language barriers owned by the elderly because some of the elderly use their own local language.

ACKNOWLEDGMENT

This article was written based on the final project at the university.

BIBLIOGRAPHY

- Ahmad Sihabudin. (2013). *Komunikasi Antarbudaya*. Bumi Askara.
- Athaya Madiyah Haryasena dan Lucy Pujasari Suprstman. (2017). *Studi kasus Deskriptif pada model Komunikasi simbolik petugas panti Tresna Werda Budi Pertiwi di Kota Bandung*. vol.4, No.1
- Atwar Bajari. (2015). *Metode Penelitian Komunikasi*. Simbiosis Rakatama Media.
- Azhari, & Iqbal Maulana. (2020). Self-Development Media for Persons with Disabilities in the Digital Age. *JOURNAL OF SOCIETY INNOVATION AND DEVELOPMENT (JSID)*, 2(2), 888–892. <https://doi.org/10.5281/zenodo.8332367>
- Azhari. (2021). The Impacts of Rajab Celebration Culture on Social Communities in Turkey. *JOURNAL OF SOCIETY INNOVATION AND DEVELOPMENT (JSID)*, 3(1), 607–709. <https://doi.org/10.5281/zenodo.8332599>
- Azhari. (2022). Digital Marketing Impacts for Preservation of Creative Culture in Aceh Study Case on Traditional Cakes Business. *JOURNAL OF SOCIETY INNOVATION AND DEVELOPMENT (JSID)*, 6(2), 605–700. <https://doi.org/10.5281/zenodo.8332690>
- Burhan Bungin. (2007). *Penelitian Kualitatif*. Kencana Prenada Media Group.
- Burhan Burgin. (2006). *Sosiologi Komunikasi*. Prenada Media Group.
- Carlos Garrido Castellano. (2023) Art Activism for an Anticolonial Future: a conversation with Carlos Garrido Castellano, *Community Development Journal*, Volume 58, Issue 3. Pages 373–382, <https://doi.org/10.1093/cdj/bsac027>
- Cut Maulina Agustina. (2022). *Kemampuan komunikasi interpersonal pustakawan dalam layanan deposit di dinas perpustakaan dan kearsipan aceh*. Uin Ar-Raniry
- Darmawan Wahyudi. (2021). *Pendekatan Komunikasi Interpersonal antara Pengasuh dan Lansia di Panti Jompo Tresna Werdha Natar*. Skripsi, diterbitkan. Fakultas Dakwah dan Ilmu Komunikasi Uin Raden Intan Lampung.
- Dedi Mulyana. (2004). *Ilmu komunikasi: suatu pengantar*. PT. Remaja Rosdakkarya.

- Denny Bagus. (2010). Komunikasi Interpersonal: Definisi, Klasifikasi, Tujuan dan faktor yang mempengaruhi efektivitas komunikasi interpersonal. *Jurnal manajemen*. vol. 1 No. 2
- Devito, J.A. (2022). *Komunikasi Antar Manusia*. Profesional Books.
- Duwi Kurnianto. (20115). Menjaga Kesehatan di Usia Lanjut, Vol.11. *Jurnal Olahraga*.
- Fida Mahbengi. (2021). *Bentuk-bentuk partisipasi tokoh agama dalam memberikan bimbingan ibadah pada lansia (studi deskriptis di kampung simpang kelaping, kecamatan pegasing, kabupaten Aceh Tengah)*. UIN AR-Raniry.
- Gary Timko, Maren Harris, Dolly Hayde, Karen Peterman. (2023). Sustainable development of community-supported STEM-learning ecosystems in rural areas of the United States, *Community Development Journal*, Volume 58, Issue 3, Pages 492–511, <https://doi.org/10.1093/cdj/bsac016>
- H. A. Widjaja. (2008). *Komunikasi dan Hubungan Masyarakat*. PT Bumi Askara.
- H.a.W. Widjaja. (2000). *Ilmu Komunikasi Pengantar Studi*. PT. Rineka Cipta.
- Hafied Cangara. (2012). *Pengantar Ilmu Komunikasi*. PT Raja Grafindo Persada.
- Husaini Usman dan Purnomo Setiady Akbar. (2009). *Metodologi Penelitian Sosial*. PT bumi Aksara.
- Ilham Hanafi. (2014). *Komunikasi Interpersonal perawat dengan lansia panti jompo UPT PSTW Khusnul Khotimah di Kota Pekanbaru*. vol.1 No. 2.
- Junaidi. (2017). *Komparasi Syair Didong Jalu Antara klub Arita Mude dan Biak Cacak dalam Etika Komunikasi Islam*. Banda Aceh.
- Kriyantono, Rachmat. (2010). *Teknik Praktis: riset komunikasi*. Kencana.
- Laxy J. Moleong. (2006). *Metodologi Penelitian Kualitatif*. Remaja Rosda Karya.
- Lexi, J. Moleong. (2010). *Metodologi Penelitian Kualitatif*. Rosda Karya.
- Lexy J Moeleong. (2005). *Metode Penelitian Kualitatif*. Remaja Rosdakarya.
- Mahi M Hikmat. (2011). *Komunikasi politik teori dan politik*. Simbiosis Reekatanya Media.
- Mela Brig Murdanita. (2018). *Hubungan Kesepian Lansia dengan Interaksi Sosial pada Lansia di UPT Pelayanan Sosial Lanjut Usia Mangetan*. Program Studi Keperawatan.
- Moh. Nazir. (2005). *Metode Penelitian*. Ghalia Indonesia.
- Mulyana. (2014). *Ilmu Komunikasi: suatu pengantar*. PT. Remaja Rosdakkarya.
- Nanda Mustike & Amsal Amri. (2018). Adaptasi Sosial Lansia di Panti Jompo Uptd Rumoh Sejahtera Genaseh Sayang, Gampong Lam Glumpang Kecamatan Ulee Kareng Banda Aceh, Banda Aceh: *jurnal ilmiah mahasiswa FISIP unsyiah*. Vol III, No.1.
- Neda Moayerian, Lara Nagle, Max Stephenson. (2023). Conceptualizing cross-sectoral partnership building in two small central Appalachian towns, *Community Development Journal*, Volume 58, Issue 3, Pages 472–491, <https://doi.org/10.1093/cdj/bsac012>

- Onong Uchjana Efendy. (2022). *Dinamika Komunikasi*. Rosdakarya.
- Onong Uchjana Effendy. (2003). *Ilmu, Teori, dan Filsafat Komunikasi*. Citra Aditya Bakti.
- Peter Westoby, Elham Day, Fiona Hawthorne, Matthew Francis Paul Toon, Kelly Oldham. (2023). A community development story and portrayal of a phenomenological reflective practice in the social field of paediatric palliative care, *Community Development Journal*, Volume 58, Issue 3, Pages 402–418, <https://doi.org/10.1093/cdj/bsac023>
- Ramayulis. (2011). *Ilmu pendidikan islam*. Kalam Mulia.
- Riffa Donniatun. (2019). *Strategi layanan bimbingan rohani islam pada lansia yang menjalani masa tua di panti pelayanan sosial lanjut usia (PPSLU) "Dewata" Cilacap*. Skripsi, diterbitkan. Purwokerto: IAIN Purwokerto.
- Shellvina Wahyuni. (2021) *Penggunaan konseling untuk pemberdayaan komunikasi interpersonal siswa smp 7 banda aceh*. Uin Ar-Raniry.
- Sugiyono. (2009). *Memahami Penelitian Kualitatif*. Alfabeta.
- Sugiyono. (2013). *Memahami Penelitian Kualitatif*. Alfabeta.
- Suharsimi Arikunto. (1989). *Prosedur Penelitian Suatu Pendekatan Praktek*. Rineka.
- Suranto AW. (2010). *Komunikasi Sosial Budaya*. Graha Ilmu.
- Sutrisna Dewi. (2007). *Komunikasi Bisnis*. Andi.
- Teuku May Rudy. (2005). *Komunikasi dan Hubungan masyarakat internasional*. PT Rafika Aditama.
- Yayuk Hera & Yoyok Bekt. (2012). Peran Sosial dan Konsep Diri pada Lansia Vol 3, No. 2, *Banyuwangi: Jurnal Keperawatan*.
- Yeyit Hentika. (2019). Konsep Diri pada Lansia. *Journal of School Counseling*. Vol. 3, No. 2.
- Zaenal Mukaron. (2020). *Teori-Teori Komunikasi*. Uin Sunan Djati.