

COMMUNICATIONS SKILLS OF STUDENTS THROUGH ELECTRONIC MESSAGING STUDY CASE : STUDENTS OF STMIK STIKOM (STIKI) INDONESIA

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Abstract: Communication through short messages (SMS) is one of the communication's obstacles between lecturers and students. These issue could indirectly lead to misunderstandings between students and lecturers. This is caused by various factors, the important one is because the communication can not be done face-to-face, it may cause prejudices or negative perceptions. In this research, we are trying to summarize communication pattern through SMS between lecturers with STMIK STIKOM (STIKI) Indonesia students as sample. From the data we have collected, we concluded that there are still some students lack of intelligence in sending short messages. It is important to educate about the ethics of communication, because it is the basic human capital to interact with other humans.

Keyword : communication skill, social media, ethics

1. Introduction

A common question about the ethics on doing the digital messaging especially between students and lecturers in term of SMS communication: How does students communicate properly to the lecturer? The variety of languages can lead to misunderstandings between the recipient and the sender of the message. The misunderstandings can arise due to the abbreviate of words that are ambiguous. Linguistic diversity is affect interpersonal communication students of interest to writers so that is issue is taken as the theme of scientific papers. Lecturers have complained about how students in sending electronic messages that cause discomfort perceived impropriety lecturers and a wide use of such language in the delivery of the message and need procedures to use electronic messages among the students to maintain interpersonal relationships with lecturers.

A study in the US, record that has been found that 87% of the youth of today go online, representing 21 million youth. The use of digital messaging increase the speed of multiple and simultaneous interaction. Comparing the Indonesian population, there is a possibility for the Indonesian youth of reaching the same number. Anecdotal evidence from the research currently being conducted at the Limerick Institute of Technology suggests that students associate similar gratification elements of SMS usage to other communication media such as TV or the internet. A study in the US, record that has been found that 87% of the youth of today go online, representing 21 million youth. The use of digital messaging increase the speed of multiple and simultaneous interaction.

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Significantly, students have also indicated that they do not consider SMS as an intrusion into their personal. When people do live communication to the opponent, it seems easier because both communicator could express their ideas and feeling. Nothing is hiding, gesture, expression, and also eyes clearly explain each other. In the other hands, people's fingers could freeze when they have to text someone else in terms of important person. But at the same situation, when people must do the art of texting, they seems forget the unwritten rules.

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2. Problem Statement

Related to explanation above, communication via SMS is a global challenge that also hit the environment nearest researchers. Simple but has a tremendous impact. This also happens in daily interaction researchers as a lecturer. It attracts the attention of researchers to conduct research on "How Communication Skill of Students Through Electronic Messaging in STMIK STIKOM (STIKI) Indonesia?"

3. Research Methods

Methodological means in accordance with a method or a certain way, systematic is based on a system, while consistent means the absence of contradictory things within a certain framework. From 3 types of research according to Soekanto, exploratory, descriptive, explanatory, this research uses descriptive method which is conducted with the aim of providing data about the object, state or other symptoms. In addition, this study also uses the normative-empirical method by collecting and processing primary and secondary data to complete this writing. So does this research is descriptive research that provides the data as accurately as possible about Communication Skills of Students Through Electronic Messaging

The data were analyzed qualitatively is this analysis want to find the truth based on the value or quality of data obtained through the process: collecting the data, the data

were then grouped according to the object, the data that have been classified was then outlined and explained, then data described further in the evaluation using legal provisions that apply to see the conformity or vice versa and then compared, and establish conclusions.

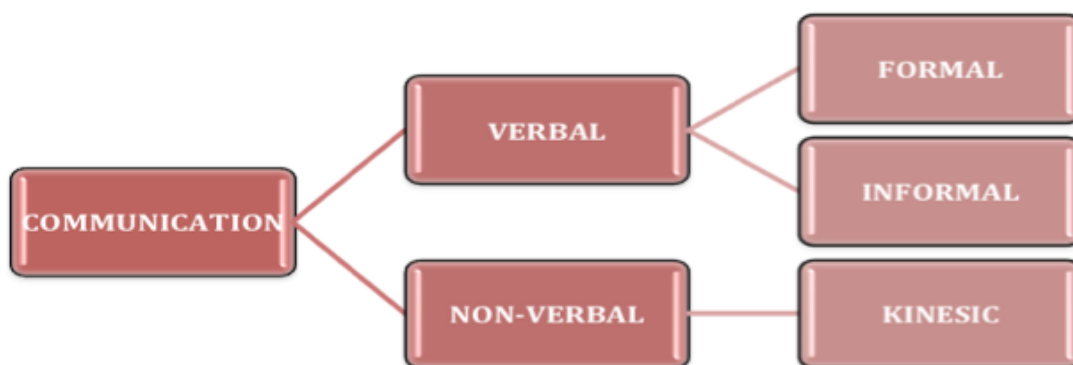
4. Result and Research Discussion

4.1. Communications Theories

Humans are essentially monodualist beings, ie as individual beings and social beings. As human social beings have a basic need for affiliation, that is to establish relationships with others. In establishing relationships with others human beings communicate. Communication is an activity of expressing an idea and receiving feedback by way of interpreting statements about the ideas and statements of others. Communication not only conveys messages from the communicator to the communicant, but there is feedback from the message delivered.

Communication simply explain as a pattern or a way. Etimologically derived from Greek language : *communicare* or *communico* which means “to share”. People using languages as the codes of communication. Here is the type of communication chart:

Table 1. Types of Communication



*Source : Types of Communication, Andrew Triganza Scott,
www.cpd.yolasite.com/resources/types%20of%20communications.pdf

Communication (whether it is verbal and non-verbal) is the exchange of messages from senders to messengers aimed at changing behavior. Feedback in communication is not just a statement but can also be behavior, because one effect of the communication process is to influence others to behave in accordance with the purpose of communication.

The process of communication is an activity performed by communicators in the form of delivery of messages through certain media to communicant, communicant receive messages and understand the message in accordance with the ability and convey

responses through certain media to communicators. Viewed from the point of view of the exchange of meaning, communication is defined as the process of conveying meaning in the form of ideas or information from communicators to communicants through certain media.

Media communication is a tool used by communicators to convey a message to the communicant, and tools used by the communicant to convey feedback on messages that have been received and understood by the communicant.

4.2. Challenge of Communication in Digital Era

Communication is the process of transmitting information and common understanding from one person to another. The elements of the communication process are the sender, encoding the message, transmitting the message through a medium, receiving the message, decoding the message, feedback, and noise. A number of barriers retard effective communication. These can be divided into four categories: process barriers, physical barriers, semantic barriers, and psychosocial barriers. To improve the effectiveness of communications, schools must develop an awareness of the importance of sender's and receiver's responsibilities and adhere to active listening skills.

Understanding how social and institutional dynamics shape communication. Various ways in communicating in the digital era lately, making people live more modern and practical. The increase in sophisticated technology within a decade is significant, indirectly boosting the popularity of human beings as civilized creatures.

One thing that all successful people have in common is the skill of using words. Everyone has that ability, only the placement to shape the suitability still needs to be improved in accordance with the dynamics mentioned above. Here is an ethical approach that can be used as a reference in communication:

- Ethics as Praxis; Equal to morality or morality which means customs, habits, values, and norms prevailing in groups or societies.
- Ethics as a science or morality is moral thought / judgment. Ethics as moral thinking may reach the scientific level when the reasoning process of morality is critical, methodical and systematic. At this stage ethics may try to formulate a theory, concept, principle or principles about human behavior that is considered good or not good, why the behavior is considered good or not good, why be good is very useful, and so on.

Know what you want to say, if you do not know exactly what you want to say better still. Think of possible reasons why people have failed to respond to your written communication in the past. Upon receiving the written communication or report, the reader should understand the contents of the report clearly; know precisely what action needs to be taken; how to do it; when to do it; and in what manner it should be done.

Table 2. Term of Communication

If a channel of communication is	The answers to these questions may shed
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<p>blocked or has come to a standstill, you may need to pause a moment, and re-evaluate the situation. You have to find out where things have gone wrong. One way to start doing this is by posing questions to yourself:</p>	<p>some light on where the communication had gone wrong. In order to make it easy for others to understand your communication and respond accordingly, you should make sure that you provide the following:</p>
<ul style="list-style-type: none"> • Where did it go wrong? • Why was the message not understood or misinterpreted by the receiver? • Was the timing bad? • Did I use the correct channel to deliver the message? • Are there many errors or mistakes in the document? 	<ul style="list-style-type: none"> • A clear indication of your purpose. • Accurate and objective information. • Appropriate headings and sub-headings. • A suitable order of information. • Concise and precise instructions. • Desired action clearly spelled out.

* Source : <http://ioc.edu.my/images/demo/printedMaterial/OUMH1203.pdf>

4.3. Communication of STMIK STIKOM Students to the Lecturers via SMS

Humans are essentially monodualist beings, ie as individual beings and social beings. As human social beings have a basic need for affiliation, that is to establish relationships with others. In establishing relationships with others human beings communicate. Communication is an activity of expressing an idea and receiving feedback by way of interpreting statements about the ideas and statements of others. Communication not only conveys messages from the communicator to the communicant, but there is feedback from the message delivered.

In this research, we take some data related to student behaviour of Sekolah Tinggi Ilmu Komputer Indonesia (STMIK STIKOM Indonesia). Spread questionnaires to some lecturers were expected to provide an assessment of the student's decency in communicating via SMS

Table 3. Questionnaire Result

Greetings	Mention Name	Mention the Course	Using right words	Good Timing	Abbreviations use	Punctuation	Purpose of messaging	Courteous sentence	closing
5.00	3.00	3.00	3.00	3.00	1.00	2.00	4.00	3.00	4.00
2.00	2.00	1.00	2.00	3.00	2.00	3.00	3.00	2.00	3.00
4.00	2.00	2.00	3.00	3.00	2.00	3.00	4.00	3.00	4.00
4.00	4.00	2.00	3.00	2.00	2.00	2.00	4.00	3.00	3.00
2.00	2.00	2.00	3.00	3.00	2.00	1.00	3.00	3.00	2.00
1.00	2.00	1.00	3.00	3.00	2.00	2.00	4.00	3.00	4.00
4.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
2.00	3.00	2.00	2.00	2.00	2.00	2.00	3.00	3.00	4.00
3.00	3.00	4.00	3.00	2.00	3.00	2.00	3.00	3.00	2.00
3.00	2.00	2.00	3.00	3.00	2.00	2.00	3.00	3.00	3.00
3.00	2.00	2.00	3.00	2.00	2.00	2.00	3.00	3.00	3.00
2.00	3.00	2.00	3.00	3.00	4.00	4.00	4.00	3.00	4.00
4.00	4.00	3.00	3.00	3.00	3.00	3.00	4.00	3.00	3.00
3.00	3.00	2.00	2.00	2.00	1.00	1.00	4.00	3.00	3.00
4.00	2.00	2.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
3.00	2.00	1.00	3.00	3.00	3.00	2.00	3.00	2.00	3.00
3.00	2.00	3.00	3.00	3.00	4.00	4.00	3.00	3.00	3.00
2.00	2.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
54.00	46.00	40.00	51.00	49.00	44.00	44.00	61.00	52.00	57.00

*Questionnaire of Student’s Ethics at STMIK STIKOM (STIKI) Indonesia

Generally, STMIK STIKOM Indonesia’s students in sending messages through electronic media has mentioned greetings, name and the purpose of sending message. But also, from the data we have collected, there are some forgotten things in sending messages by students, many of them still using the abbreviations in writing the message and did not pay attention of the punctuations.

5. Conclusion

There is still a lot of communication that is less pleasing between students with lecturers, due to the selection of words, punctuation, and timing of the conversation. Sensitivity arises from non face-to-face communication, requiring caution on both sides. Students should be able to positioning themselves and composing words nicely, polite, effective and efficient sentences. While the lecturers are expected to be wiser and more tolerant to the students.

An applicative guidelines on how to communicate between students and lecturers is required, such as the publication of guidebooks containing the rules of the campus or can be a casual pictorial x-banner placed in strategic corners within the campus area. Because the norm of decency should be kept in mind to be remembered and applied.

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