

INTERPERSONAL COMMUNICATION BETWEEN TEACHERS AND STUDENTS IN FACILITATING THE TEACHING AND LEARNING PROCESS

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Abstract

Effective communication is a key element in creating a productive and conducive learning environment. This research uses the literature study method to analyze the impact of teachers' communication competence and classroom culture on the learning process. The study revealed several important findings. First, teachers' ability to deliver material clearly and listen to students actively can increase students' participation and engagement in the classroom. Second, respect for learners' socio-cultural backgrounds can prevent misunderstanding and create an inclusive learning atmosphere. Third, emotional support from teachers has been proven to increase students' motivation to learn and help minimize behavioral problems in the classroom. Therefore, teachers' communication competence needs to be continuously improved to maximize the learning process.

Keywords: Communication, Interpersonal, Teacher and Student, Teaching and Learning.

Introduction

In education, the teaching and learning process is the core of complex student-teacher interactions. Meaningful interpersonal communication between teachers and learners not only affects students' knowledge of teaching materials but also shapes learning experiences that can motivate and inspire students. (Sitopu et al., 2024); (Guna et al., 2024). Good communication can create a conducive learning atmosphere, increase learner participation, and facilitate greater academic achievement. (Xie & Derakhshan, 2021).

Effective communication is the foundation of successful learning. In the classroom, communication is not just about conveying information; it is also about creating a supportive environment where students feel comfortable to ask questions, share ideas and participate actively (Starkey, 2020). Good teacher-learner

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communication can help students understand the material better, reduce misunderstandings, and build a sense of engagement and motivation. When communication runs smoothly, teachers are able to more easily identify students' individual needs and provide appropriate assistance, so that each student receives the attention and support they need (Philippe et al., 2020). (Philippe et al., 2020).

In addition, good communication also improves inter-personal relationships within the classroom. It creates a positive classroom climate, where students feel valued and heard. Empathy and trust formed through open communication encourage students to be more active and confident in exploring new knowledge. (Cruz et al., 2020). Conversely, ineffective communication can lead to frustration and demotivation among students, and worsen the classroom climate itself. Thus, the role of communication in education cannot be underestimated as it holds the key to creating a holistic and meaningful learning experience for each student (Antonopoulou et al., 2020). (Antonopoulou et al., 2022)..

Teachers have an important role in shaping students' learning experiences because they are the link between the subject matter and its application in everyday life. In addition to teaching, teachers also act as mentors, inspirers and motivators for students. By using innovative and responsive learning methods, teachers are able to create a challenging learning environment and encourage students to think critically and creatively. Through constructive feedback, teachers help students understand their strengths and weaknesses and motivate them to continue learning and developing. (Hanna et al., 2020).

Not only academic, teachers also shape students' character and values. Through daily interactions, teachers can serve as good role models, instilling a positive work ethic, social skills, and important moral values. Teachers who are able to build harmonious relationships with students can build confidence and positive emotions in students, which in turn will affect their learning achievement and overall emotional well-being. (Kiuru et al., 2020). Therefore, the role of teachers goes beyond mere teaching; they are architects who build the foundation of young people's experiences and futures, including teacher-student communication.

There are many challenges in communicating between teachers and students. For example, differences in cultural and social backgrounds often hinder communication. In addition, school policies, the use of technology in learning, and the number of students in a class can also affect the quality of interpersonal communication. (Zhang et al., 2021).

In the digital age, technology has colored the way teachers and students interact. The use of online learning platforms, discussion forums and other digital communication tools is increasingly common. However, it also poses new challenges in maintaining the depth and warmth of interpersonal communication (Horwitz, 2020).

Previous studies have revealed that effective interpersonal interactions between educators and students consist of various elements, including oral and non-oral communication, trust, emotional closeness, and empathy. Unsuccessful communication is often identified as one of the main underlying causes of learners' lack of participation, decreased internal drive, and unsatisfactory academic achievement. (Fitriani et al., 2024); (Hairiyanto et al., 2024); (Horwitz, 2020).

Therefore, this research aims to explore previous studies on interpersonal interactions between teachers and students, with a focus on finding the key factors that influence such communication and how effective communication can facilitate the learning and teaching process.

Research Methods

The study in this research uses the literature research method, which is an approach used to collect and analyze data from various written sources such as books, scientific journals, articles, reports, and other documents relevant to the research topic. This method aims to provide a theoretical basis, conceptual framework, and historical context that assists researchers in understanding and evaluating the issues being studied. Literature research is often used as an initial step in a study to identify gaps in knowledge as well as to gain insight into research methods that have been used previously. (Nurdiana, 2020); (Robbani, 2022); (Syawie, 2005).

Results and Discussion

Definition of Interpersonal Communication

Interpersonal communication is a form of relationship that directly occurs between two or more individuals through an interaction that exchanges information, ideas, feelings, and views to build an effective and harmonious bond. (Derakhshan, 2021). This process involves the use of verbal and non-verbal language, as well as listening and empathy skills to achieve mutual understanding. Interpersonal communication is a critical component in many aspects of life, both personal and professional, as it determines the quality of encounters and relationships between individuals (Meredith et al., 2020).

Interpersonal communication consists of several core elements that interconnect to create an effective communication process. First, the spoken component is the most obvious aspect of communication that involves the use of spoken or written words. This spoken language must be clear, precise, and in context for the message to be well received by the recipient. In addition to the words used, tone of voice, intonation, and speed of speech also affect the meaning of the message conveyed. (Ramírez-Montoya et al., 2021)..

Furthermore, the non-verbal component includes all aspects of communication that do not use words, such as facial expressions, gestures, eye contact, touch, and

body posture. Non-verbal signals often provide further context or reinforce spoken messages (Kochenderfer-Ladd et al., 2022).. For example, a smile can indicate warmth and approval, while the closing of arms across the chest can point to discomfort or rejection. Mastery of non-verbal communication can increase the effectiveness of interpersonal relationships by helping to convey feelings and intentions more clearly (Beninghof, 2020).

Finally, the listening or active listening component is the ability to actively understand, interpret and respond to messages conveyed by others. It involves paying full attention, providing appropriate feedback, and demonstrating empathy for the feelings and perspectives of others (Burkert et al., 2021).. Effective listening enables a feedback proposition, where both parties feel valued and understood, and can reduce the potential for misinterpretation and conflict. The combination of these components creates quality interpersonal communication and supports positive and productive relationships (González-Pérez & Ramírez-Montoya, 2022).

In conclusion, effective interpersonal communication depends on a harmonious synergy between verbal, non-verbal components and listening skills. The spoken component involves using the right words and appropriate intonation, so that the message can be clearly understood. Non-verbal components such as facial expressions, gestures, and eye contact provide additional context and reinforce the spoken message, while active listening skills enable comprehension and appropriate responses to the communication received. By mastering these three components, individuals can build more effective, understanding and harmonious relationships in everyday interactions.

Communication in the Context of Education

Communication plays a central role in the learning process as it serves as the main tool to transfer knowledge, values and skills from educators to learners. This information sharing process is not only limited to teacher explanation, but also involves interactive discussion, question and answer, and constructive feedback. Through effective communication, educators can explain concepts more clearly, motivate students to learn, and support the development of critical and creative thinking skills. (Valente & Lourenço, 2020)..

Education also relies on non-verbal communication to complement spoken messages. The gestures, facial expressions, and body language that educators use can add an emotional dimension to their explanations, help maintain student attention, and create a positive learning environment. (Metcalf, 2021). For example, a teacher's smile and eye contact can show support and encourage student engagement, while hand gestures can help illustrate complex concepts. (Sukenti & Tambak, 2020).

In addition, active listening skills are an important component of educational communication. When educators listen carefully to students' questions, concerns and

opinions, they can provide more appropriate responses and support the learning process in a more adaptive way. Active listening also helps in building better relationships between teachers and students, creating mutual trust and reducing communication barriers that may exist. (Fiteriadi et al., 2024); (Fawait et al., 2024).

Finally, the implementation of communication technologies in education has opened up new opportunities for more effective communication. The use of online learning platforms, video conferencing, and educational social media allows for more flexible and personalized interactions between educators and students. (Çetin, 2021). These technologies also support collaborative learning where students can communicate and work together on projects even if they are in different locations. By utilizing technology appropriately, the communication process in education can be improved, resulting in more interactive and innovative learning. (Oberle et al., 2020).

Factors Affecting Teacher-Student Interpersonal Communication

The relationship between teachers and students is influenced by various aspects that affect the effectiveness and quality of the learning process. One important factor is the educator's communication skills (Sahoo, 2020). Teachers who are adept at communicating, including the use of clear language, appropriate gestures, and active listening, are generally successful in delivering material and building positive bonds with learners. Successful communication also involves the teacher's ability to customize his or her communication style according to students' backgrounds and individual needs (Kulikowski et al., 2020). (Kulikowski et al., 2022)..

Cultural context also plays an important role in learner interactions in the classroom. The cultural backgrounds of teachers and students can affect how they interact and understand messages. Cultural differences can be a challenge, but also an opportunity to enrich the learning process through understanding and appreciating diversity. Educators who understand and appreciate students' cultural values will find it easier to build harmonious relationships and create an inclusive learning environment. (Himmetoglu et al., 2020); (Nousheen et al., 2020).

Furthermore, the emotional and psychological state of both parties is also very influential. Teachers who are able to show empathy and understand the inner atmosphere of learners are able to provide better support, thus increasing students' confidence and motivation to learn. (Syakhrani & Aslan, 2024).. Conversely, students who feel heard and valued tend to be more open and responsive to the learning process. Emotionally supportive classroom conditions can also reduce anxiety and distractions that may inhibit communication.

The availability of modern communication technologies and media also affects the way teachers and students interact. The utilization of tools such as online learning platforms, video conferencing, and interactive devices can improve the effectiveness of communication, especially in the context of distance learning. These technologies allow

for more dynamic and interactive delivery of materials and facilitate more flexible communication across time and space constraints. However, the skill of educators in utilizing such technology is also an important factor. (Tubagus et al., 2023); (Aslan & Shiong, 2023).

Finally, classroom structure and climate affect the dynamics of interpersonal communication. Classes that have clear rules and a conducive atmosphere tend to support positive interactions between teachers and students. A safe, orderly and comfortable learning environment will minimize distractions and allow for effective communication. Teachers who are able to create a supportive classroom atmosphere will facilitate students to actively participate, ask questions, and communicate more freely without fear. (Braun et al., 2020); (Werder & Otis, 2023).

Managing these factors well will help improve the quality of interpersonal communication between teachers and students, which in turn will support the achievement of learning objectives more effectively.

Conclusion

Research on communication between learners and educators in the learning process reveals important in-depth findings about the mechanisms of effective learning. The main conclusion that can be drawn is that effective interpersonal communication between educators and learners is crucial to improve the quality of learning. In this regard, educators' communication competence is key. Educators who are able to convey material clearly and listen to learners actively can create a more productive learning environment that supports learners' academic and emotional development.

An additional influential factor is the cultural context in the classroom. Research shows that educators who are aware and respectful of each learner's cultural background can bridge differences and address misunderstandings that may arise. This not only promotes inclusion but also increases mutual respect and cooperation among learners, creating a more harmonious and dynamic learning environment.

In addition, emotional and psychological states play an important role in shaping effective interpersonal communication. Learners who feel heard and valued by their educators tend to show improvements in class participation and learning motivation. The research also notes the importance of educators in showing empathy and emotional support, which ultimately helps in addressing behavioral issues and increasing learner engagement during the learning process. Finally, the use of modern communication technologies and media also provided interesting insights in this study. Technology not only facilitates more efficient communication but also opens up more interactive and engaging learning opportunities. This research concludes that educators who are skilled in using technology can improve the quality of learning, especially in the context of distance learning. Nonetheless, adequate training is needed to ensure educators can utilize this technology optimally. In conclusion, improving educators'

communication competence, understanding cultural and emotional contexts, and utilizing technology effectively are important strategies in facilitating better learning processes.

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