

THE DEVELOPMENT OF INDEX TO MEASURE QUALITY FAMILY COMMUNICATION: STRATEGY TO OVERCOME DELINQUENCY AMONG ADOLESCENTS IN MEDAN, NORTH SUMATRA-INDONESIA

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Abstract

Communication is an important element in relationship among families. Communication is seen by scholars as an essential factor in interpersonal relationship between family members and it is an important key in understanding the relationship that exist in a family. This study intends to understand family communication strategy to overcome youth delinquency.

The specific objective of this study is to understand quality communication factors in a family, to understand quality communication being practiced in problematic and non-problematic adolescent and to understand other factors that contribute towards quality communication among family members. Six respondents comprising of academicians, motivation expert and religious expert were interviewed regarding family communication to overcome youth delinquency.

The themes identified based on the 1st objective were openness, transparency, mutual respect, authentic information, using appropriate language, space for counter response, using appropriate body language, two way communication, exists personal touch between adolescents and parents, no evil prejudice, exists humorous elements during conversation and based on Al-Quran and Hadis. To answer the 2nd objective, the identified themes were each family must carry out get-together activities such as recreation, having their meals, praying, watching television and others, to discuss, communicate using third party if there is a problem, to give opportunities to voice out feelings, praying together, using ICT to interact when separated by distance and to enquire about the development of their adolescents in and outside school. The themes that were identified in the 3rd objective were other factors that contribute toward quality communication among family and they are economy, parents level of education, home that is spacious and comfortable, neighborhood, harmonious family, number of children, parental knowledge, good friends, positive thinking, firm parents, the existence of media technology at home, multi knowledge of parents and the existence of other people at home.

The conclusion gained is that today there exist different strategies to manage a family to understand quality communication to overcome youth delinquency. This study can be used as a guide to enhance knowledge and to further understand different types of quality communication in a family.

Keywords: Family, Communication, Quality, Adolescent, Delinquency