

Interpersonal Communication Instructor & Aviation Cadets

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Abstract

The background of this research is a new teaching method presented by Institutions of Flight Training Indonesia Unitomo Surabaya. The teaching methods provided by the instructor are not only educational but also give the values forming the character and purpose of life. This is qualitative research which collects the data by observation and in dept interview to the key informants and informants. The result of this study is that by Education – Train – Serving learning method, graduates are expected to be better understand the meaning of service and facing the passengers. However it cannot be separated from the discipline because discipline is the beginning formation of character and personality. Discipline is related to all good aspects such as time, appearance, social interactions, knowledge and spiritual. All of those aspects, as far as possible will be reaching by cadets during their education at the institution, because they are the quality standards which are required by work places. Cadets also participate in education activities which the quality of all aspects, including instructors and materials given, are maintained. The purpose of this study is to know the interpersonal communication between instructors and cadets.

Keywords: communication, interpersonal, teaching method

Introduction

In the modern and advance era, it is clear that course educators have to improve the way they teach. Teachers and parents can no longer use the ancient ways because they need to abreast the times to educate a child or adolescent. Nowadays, teens already more advanced than parents, especially in terms of gadgets, internet, applications, or the association. Teenagers know better of what the current trend is. Parents and educators are expected to be offset to the pattern of educating by providing views of what good and bad are. Parents also have to give responsibilities and consistency in order to face the numerous challenges and problems out there. The education could not use doctrine, threat, or a blow anymore because they are violence. Parents should not exemplify the violence to the children or teenagers.

Finding problems in relationships especially among students, Indonesia Surabaya Institute of Aviation collaborates with the University Dr. Soetomo (Unitomo) to do a research. This institution uses communication techniques in educating instead of using aviation education. The purpose of that technique is to establish discipline and to achieve goals and ideals, through interpersonal communication. It uses the learning method which is appropriate with the vision and mission of the Institute of Aviation LPPPI named Educational and Training Service.

In addition of using Verbal communication, LPPPI Flights Unitomo Surabaya also uses the method of Non-Verbal communication. It is the action that affects the Youth Psychological of cadets. Learning, which is related to interpersonal communication to form a discipline, is usually carried out in a formal and informal atmosphere. The purpose is to make sure that the class of cadets checks the completeness of institutions attributes ranging from head to toe. The class should begin by praying and greeting to the instructor. They are taught to be discipline and are not allowed to use mobile phone (HP) or other objects which are associated with gadgets. The lesson begins promptly at 8:00 am and cadets who are late will be penalized in the form of academic verbal warning.

Research Methods

The researchers collect the data by interviewing the key informant who are instructors and the informants who are students. Key informants or main resource persons are those who know and have a variety of basic information required in the study (Suyanto, 2006: 172). The key informants of In this study were Mr. Miharto Narto, The Director of the institute; Mrs. Ennyanta, The Instructor of LPPI Air Ticketing Domestic & International Rates; Mrs. Liliana Dinata, The Instructor of LPPPI Air Ticketing cost; Mr. Subhan, The Instructor of LPPPI General English; Mr. Rokhy, The Instructor of General English. The informant from the students were Abdul Kadir Harun, cadets in Department of Transport Management Air Force 2016 - 2017 from Gorontalo; Ilham Aditya Wibisono, cadets in Department of Transport Management Air Force 2016 – 2017 from Toili – Central Sulawesi; Hassanuddin, cadets in Department of Transportation Management Air Force 2016 – 2017 from Toli – Toli Central Sulawesi; Ayu Rinjani, Taruni in Department of Transportation Management Air Force 2016 – 2017 from Jember; Rina Santika, Taruni in Department of Transportation Management Air Force 2016 – 2017 from Toili – Central Sulawesi.

This research is using the descriptive qualitative approach, which contains pictures of the observations, and conversations. This study contains relevant events and experiences which are found, seen and recorded completely and objectively (Moleong, 2008, p: 211). This research attempts to describes and represent the holistic phenomenon through deeply data collection. This is descriptive research which aims to describe and to summarize the different conditions, the different situations or variables that arise in the community. The object of research itself is pulled to the surface as a feature or a picture of the condition, situation, or specific variables (Bungin, 2001:48). The data were collected by: Observation, Interview and Documentation.

The unit of analysis in this paper is the data from interviewing the cadets of Institute for Training flights Indonesia Unitomo Surabaya (Surabaya Flight LPPPI). The method of collecting data is by an interview techniques which is consist of interpersonal communication questions. The interviewers sincerely ask about the effectiveness of teaching in the classroom using direct interaction by the advisory.

Interpersonal communication is needed to regulate manners of interaction between humans because good interpersonal communication will provide a direct influence on the structure of a person's life. The importance of inter-personal communication channels, such as the communicator, is that the communicant is complete. Communicators are able to understand the psychological communication which was dealing. Interpersonal communication is known more effective in persuading other person, without using media in conveying the message. It also can immediately see the reaction of the other person. Interpersonal communication is often done by everyone who are in touch with the wider community.

Result and Discussion

Discipline is a condition that is created and formed through a process of a series of behavior that shows the values of obedience, obedience, loyalty, regularity and order. Discipline in the educational process is necessary because it is not only to maintain the atmosphere of learning and teaching and running smoothly, but also to create a strong personal for everyone. Discipline which is related to the respect of compliance and adherence to a person or group of people against the norms and regulations in force, both written and unwritten.

Discipline is formed and evolved through training and education to form awareness and confidence to the students. The students are expected to be able to perform tasks without coercion. Discipline is a condition that is created and formed through a series of behavior process that indicates the values of obedience, obedience, loyalty, regularity and or order. The task is no longer a burden because it

was part of students' attitudes or actions. However, on the contrary of discipline would also burdening students because they have to do some activities which are not as usual.

Some instructors who have been joined LPPPI for a long time feel comfortable and enjoy the teaching techniques related to nature protection and guiding cadets. They are not only teaching but also could be a place for cadets to vent their feelings. A good communication without nurture will make the students feel comfortable. They will have courage to say what their problems are. Generally students' problems are related to their lesson, climate, and also new culture.

Students need attention through personal communication because they want to share their feelings and problems because they need a solution. By sharing their feelings, other students will have empathy to help. Feelings help is contagious and can increase environmental sensitivity. All social beings need each other, including cadets. They need support to solve their problems which are related to difficult lessons and job vacancies. Students help each other to understand some difficult materials and seniors will help them to find work places

On the other hand, when the students decided to be cadets they have to be struggle because they have to make their own decisions, never give up and focus on their future. They have to be more independent because they are far from their parents. Students also have the same position, facilities and rights to learn regardless their status, wealth and physical appearance.



Picture. 1 The learning activity

The atmosphere of learning in the class room is active. Instructors teach cadets and determine whether cadets understand the material presented or not. The instructors are obligated to make the classroom atmosphere be active and not boring.

This study will describe the 5 general qualities that occur in the classroom, namely openness, empathy, supportiveness, positive attitude and equality. Openness is the first step of learning because the instructors will able to recognize the weakness and strength of the students. The purpose of the openness is to avoid the misunderstanding, especially because mostly the instructors are from Java and the students are from other islands. The instructors also observe the behavior of the students not only in the classroom but also outside the class. When a student does not look good, then the instructors will ask to the student about his/her problems. The instructors will try to solve the problems to show their empathy.

Building empathy is the beginning of building trust in the learning process and the students' perception as well. Students put together even though they different backgrounds and cultures. The institution hopes they will cultivate their empathy to all people from different backgrounds because they will work where there are many people from different backgrounds too. Sense of empathy is needed to be accepted in their work place.

Students who have empathy will support each other. Supportiveness is formed by listen to the complaint, desires, expectations and motivation of students. In order to form the supportiveness, the instructors also exemplify the students to be discipline. The instructors always be on time and prepared materials well. Students who are not discipline will receive some punishments, for example when they use their phone at school hours or when they are late to collect their tasks. Students claim they receive support by doing their duties and punishments.

Positiveness will be created during the class. The Instructors is not only as a provider of materials but also as a provider of solutions. They avoid blaming students during the counseling process in the classroom. Instructors are part of the problems which are faced by the students because those problems are generally associated with the material and the personal issues. Instructors need to make some jokes while teaching. Instructors also have to provide questions which are relevant to their materials. They should provide the latest information and give tasks. When there are tasks which are too difficult, it will be discussed together in the classroom. Instructors always make sure that all students understand the material. Students who are active and motivate others will receive praises.

To establish the equality, students have an equal standing not only in the campus but also outside the campus. They have the same rights to learn and have to abide by the rules. They receive the same motivations, the same relations and the same intention on studying in order to avoid the discrimination. All students also have to be discipline and responsible. Equality also can be established by exemplifying the students about giving their best for every task. Especially the Instructors can guide the students to believe in God and have a life motivation.

Conclusion

The conclusion of this study shows that discipline is the most important attitude in LPPI Unitomo Surabaya. This institution teaches the discipline's attitude through the interpersonal communication which has 5 components. The components are openness, empathy, supportiveness, positive attitude and equality. Those 5 components are the components which are needed at the work place and in social life. The instructors observe the students not only in the classroom but also outside the classroom to make sure the students are in a good condition. The instructors also help the students to solve their problems and instill trust in god.

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