

PSYCHOLOGICAL THEORY AND URGENCY IN THE FRAME OF INTERPERSONAL COMMUNICATION

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Abstrak

Urgensi psikologi di dalam ilmu komunikasi interpersonal menjadi salah satu instrumen yang membantu komunikator untuk mengetahui dan memahami karakteristik ataupun kepribadian komunikan. Komunikasi interpersonal tidak bisa berlangsung secara efektif untuk mencapai tujuan komunikator ketika dalam proses interaksi dengan komunikan tidak menggunakan ilmu psikologi. Penelitian ini bertujuan untuk menganalisis urgensi psikologi dalam perspektif komunikasi interpersonal dan teori-teori psikologi komunikasi interpersonal. Penelitian ini menggunakan jenis penelitian kualitatif dengan pendekatan kepustakaan, sedangkan jenis data yang digunakan adalah data sekunder. Teknik pengumpulan data menggunakan dokumentasi yakni mengambil data dari berbagai buku, jurnal dan laporan riset. Hasil penelitian menunjukkan bahwa urgensi psikologi dalam perspektif komunikasi interpersonal akan menjadi efektif dan berdampak secara signifikan ketika dikolaborasikan dengan psikologi, karena tanpa adanya psikologi proses komunikasi interpersonal akan terhambat bahkan sulit untuk mencapai tujuan yang dikehendaki oleh seorang komunikator. Teori psikologi komunikasi interpersonal terdiri dari teori interaksi simbolik, teori manajemen koordinasi makna, teori pelanggaran harapan, dan teori keterlibatan interaksi.

Kata Kunci: Urgensi Psikologi, Teori, Komunikasi Interpersonal

Abstract

The urgency of psychology in the science of interpersonal communication is one of the instruments that helps communicators to know and understand the characteristics or personality of communicants. Interpersonal communication cannot take place effectively to achieve the communicator's goals when in the process of interaction with communicants do not use psychology. This study aims to analyze the urgency of psychology in the perspective of interpersonal communication and psychological theories of interpersonal communication. This research uses qualitative research with a literature approach, while the type of data used is secondary data. The data collection technique uses documentation, namely taking data from various books, journals and research reports. The results showed that the urgency of psychology in the perspective of interpersonal communication will be effective and have a significant impact when collaborated with psychology, because without psychology the interpersonal communication process will be hampered and even difficult to achieve the desired goals of a communicator. The psychological theory of interpersonal communication consists of symbolic interaction theory, meaning coordination management theory, expectation violation theory, and interaction involvement theory.

Keywords: Urgency of Psychology, Theory, Interpersonal Communication

INTRODUCTION

The urgency of psychology in the science of interpersonal communication is one of the instruments that help communicators to know and understand the characteristics or personality of communicants. Interpersonal communication cannot take place effectively to achieve the communicator's goals when the process of interacting with communicants does not use psychology. According to Saifuddin (2022) psychology is a science that studies the human psyche or communicants. According to Armando (2014) psychology also pays attention to mental processes that

occur even though they cannot be observed directly such as people thinking, remembering, and feeling. This definition can be understood that psychology provides a description of behavior and explains or provides an explanation of the causes and consequences of human behavior. Psychology is a science that seeks to understand people in order to provide them with more appropriate care. Psychological science is something that every communicator or speaker must be aware of (Putra et al., 2021).

The same discussion in the context of psychology, when juxtaposed into communication it can help a communicator to convey information. Thus psychology is needed by communicators to convey information well and effectively. Communication is a social event that occurs when humans interact with other humans. If we ask where communication psychology is located, the answer is that we tend to put it as part of social psychology, because the social psychology approach is the same as the communication psychology approach (Ritonga, 2019). Communication psychology is a study in psychology that discusses humans and all their work, including their norms and behaviors in social interaction. Communication psychology is a science that seeks to describe, predict and control mental and behavioral events in communication.

Communication in general aims to provide information to others. Communication can be said to be successful if the communicator conveys the message to the communicant without any obstacles. In the success of communication, several components cover it, namely, communicators, messages, media, communicants, effects, and reciprocity. If all these components are fulfilled then communication will occur effectively. Interpersonal communication is an interaction between two or more people face-to-face that allows each participant to capture the reactions of others directly, both verbally and nonverbally (Suranto, 2011). The above expression is emphasized by Anggraini et al., (2022) who say that interpersonal communication in general is a communication between people face to face, each person involved in the communication mutually influences the perception of the other. Interpersonal communication includes various types of human relationships ranging from the simplest relationships to very memorable relationships.

In a research by Nurdin tells that there is someone successful in the overseas world because he is able to use interpersonal communication strategies that collaborate with psychological knowledge rules to create effective and enjoyable interactions (Nurdin, 2016). In another example, referring to research by Wahyuni, which explains that with psychology and interpersonal communication, a student can improve skills to become a prospective educator (Wahyuni, 2011). Based on the results of this research, it shows that psychology is very influential on interpersonal communication, because interactions will be more effective when juxtaposed with psychological knowledge. In order to make a deeper argument, researchers added a research by Nurliani which said that the psychology of interpersonal communication in the context of education is able to provide an overview and illumination related to one's educational experience, because it can help students to understand the material taught by the teacher (Nurliani, 2016).

The additional results of the argument explain that interpersonal communication will be more effective and provide benefits to the success of achieving the goals that a communicator wants to achieve, because the strategy used to interact with the interlocutor has used intense emphasis on the personality of the communicant. A communicator must master the knowledge of psychology and communication well so that the delivery of messages or information from the communicator is well conveyed and can have an influence on the communicator. The delivery of information or messages must be considered by an communicator, both from the content of the information, the form of delivery of information, the condition of the communicant, and the correct grammar so that the information can be conveyed properly and effectively to the communicant. A communicator must want the information he conveys well to the communicant. Therefore, a communicator must learn the

theories of communication psychology with an interpersonal perspective, in order to get a response from the communicant to the information that has been conveyed.

Based on this, in this context the researcher seeks to analyze the various urgencies and theories contained in the psychology of interpersonal communication, because with the various opinions about the urgency of the psychology of interpersonal communication and the theory put forward by experts in the psychology of interpersonal communication can make it easier for communicants in achieving goals. Therefore, researchers will analyze the various urgencies and theories that exist in the psychology of interpersonal communication.

RESEARCH METHOD

This research uses qualitative research with a library research approach. In this type of research data using secondary data and in data collection techniques using documentation. In data analysis techniques using data reduction, data presentation and data conclusion. In data validity techniques, researchers use reference adequacy. In detail in this study using a library research approach usually uses the main data from secondary data sources to meet the information needs in a study. Secondary data is data obtained through a second party (Dimiyati, 2013). According to Ramadhani & Bina (2021: 19) secondary data is data obtained indirectly and can also be in collecting data by using intermediary media. Some of the characteristics of this research involve a direct focus on existing data or texts, not field data or eyewitness information about events. Researchers only interact directly with sources that are already available in libraries or ready-to-use data, including secondary data (Pringgar & Sujatmiko, 2020).

Qualitative research is a study that describes the findings of certain research using sentence-shaped narratives (Thabrani, 2019: 169). Qualitative research also aims to explain an event based on data collected by qualified and qualified researchers (Kriyantono, 2016). Qualitative research usually describes research reports or findings with descriptive narratives (Gunawan, 2013). According to Rasimin (2019) this type of qualitative research does not explain research findings using statistics or charts. In detail, the research approach with the library research category is usually more inclined or prioritizes research by collecting information through secondary data with data collection techniques through documentation. Documentation is a data collection technique in a study by taking data through various books, dissertations, journals, theses and so on (Sadiah, 2015).

According to Abdussamad (2021) documentation can be in the form of archives, pictures, documents and so on. Based on the type of research used by researchers in carrying out the process of analyzing related discussions about psychology in the perspective of interpersonal communication, of course, researchers will do so by identifying data, reducing data, presenting data, and drawing conclusions on the data that has been obtained. So that the reports contained in this research can be more accurate and able to provide data in accordance with the research objectives.

RESULTS AND DISCUSSION

Theoretical

The Nature of Psychology

Psychology and communication are two things that are intertwined, because the object is human. Humans as social creatures whose lives definitely need psychology and communication. Although psychology and communication both use humans as their objects, these two sciences have different perceptions and understandings. Psychology discusses the human mindset, human behavior, and mental processes experienced by humans. Meanwhile, communication itself discusses how humans behave or interact with the environment around them (Setyaningsih, 2019). According to the opinion of psychologist Wilhelm Wundt, psychology is defined as a science that studies experiences that are

experienced or occur in humans such as feeling something, thinking, and willing. Psychology also provides an overview of behavior and explains the causes and consequences of human behavior.

According to Saifuddin (2022) psychology can be interpreted as a science that studies the condition of the human soul. Psychology is a science that studies the human soul, starting from human behavior, human mindset, human mental state, to the causes and consequences of human behavior. Psychology is one of the fields of science that seeks to discuss explain, predict, and control mental or soul events and human behavior (Nasution, 2020). Psychology that studies and makes humans as objects can be divided into two, namely general psychology and special psychology. General psychology is psychology that studies activities in the human psyche as seen from human behavior in general. It can be said that general psychology views humans as independent in relation to other humans. Specialized psychology is psychology that studies human psychological activities that are specific in nature (Walgito, 2004). Psychology includes various theories and topics about perception, attitude, persuasion, and so on. Psychology is one of the fields of science that discusses, explains, predicts and controls mental or mental events (Romadhonah & Ibrahim, 2023).

There are several types of special psychology, namely developmental psychology which discusses the psychological state of humans from infancy to old age. It includes child psychology, adolescent psychology, adult psychology, and parent psychology. Then there is social psychology which talks about human relationships related to social situations. Educational psychology deals with human activities within the scope of education, such as how to learn and understand lessons easily. Personality psychology which studies human character or human nature. Psychopathology, which explains the abnormal psychological state of humans. Criminal psychology is the study of humans in a criminal act. Corporate psychology which deals with problems in the world of work. Based on the types that have been mentioned, the author concludes that specialized psychology is actually psychology that is implemented into certain fields or aspects. Specialized psychology is still developing according to its field, because as time goes by in the modern era psychology is increasingly needed and considered by many people, so that some people have begun to realize how important it is to maintain psychological psychology.

Psychology is one of the sciences that studies human behavior, so that it can find out how to approach someone (Siregar, 2012). Psychology is not only a psychological science. Psychology also has many methods used to analyze a problem in psychology, and to find out the truth of a psychological science. The author reveals that the methods used in psychology have an important impact on the truth in a psychology. According to Walgito (2004) the method used must pay attention to how it fits the object. Research methods can be divided into two, namely the Longitudinal method is a method used for research and requires a relatively long time. This research is conducted and recorded in stages, namely every day, every month, until every year. When it is finished the research results are collected and conclusions are drawn. In the second method, the Cross Sectional Method is a method used in research and requires not too long or short a time. In this method researchers can more easily conduct research. However, research with this method has not obtained in-depth or specific results, because the time is relatively short and makes researchers only examine things that are visible and not examined more deeply.

When in the context of personal interaction, of course, psychology has benefits for communicators. A communicator when using psychology in interpersonal communication can certainly more easily recognize and even influence his interlocutors or communicants (Hidayat, 2019). According to Walgito (2004) there are other methods contained in psychology, namely experimental methods and non-experimental methods. In experimental methods carried out by deliberately causing the circumstances to be studied. Using this experimental method, researchers can determine the effect or impact of actions imposed by researchers on the state of the object. Meanwhile, the non-experimental method is a research method that is carried out by looking or waiting until there is an

event or situation to be studied. So in non-experimental methods the researcher does not take an action but waits for the situation to be natural or natural.

The Nature of Interpersonal Communication

In the context of communication science, there are various types of communication that have different purposes, and one of them is interpersonal communication. Interpersonal communication describes the communication process between individuals who interact with each other, and provide feedback to each other. According to Husna (2017) interpersonal communication is a form of communication that occurs directly between two or more people, where the messages conveyed can be understood by all parties involved. A feature of interpersonal communication is the active involvement of communicators and communicants in delivering and receiving messages or information spontaneously, both through verbal and non-verbal expressions (Sapril, 2011).

Basically, interpersonal communication can create a form of mutually influential relationship. If interpersonal communication is carried out with a high level of intensity and pays attention to the balance between quantity and quality, a strong interpersonal relationship will be formed between the communicant and the communicator (Anggraini et al., 2022; Wijaya, 2013). The purpose of interpersonal communication is to form and maintain positive relationships between individuals, convey information or messages, change individual attitudes and behaviors, solve problems in human relations, improve the self-image of a communicator, achieve a path to success (Husna, 2017).

The components included in interpersonal communication involve source, encoding, message, channel, receiver, decoding, response, interference, and communication context. Cultural background can also be one of the influencing factors in interpersonal communication. Some of the elements involved in interpersonal interaction involve communicators, communicants, media, effects, feedback, and the surrounding environment.

The Urgency of Psychology in the Perspective of Interpersonal Communication

Related to interpersonal communication in a book entitled "The Interpersonal Communication Book" by Devito which explains that interpersonal communication is the process of sending and receiving messages between two people or among a small group of people with several effects and some instantaneous feedback (DeVito, 1989). It is reaffirmed in an opinion that says that interpersonal communication is generally communication between people face to face, each person involved in the communication mutually influences the perception of the other. Interpersonal communication is a communication between individuals who interact with each other, and provide feedback to each other (Anggraini et al., 2022). Interpersonal communication is ongoing communication between people face to face, which allows each participant to capture the reactions of others directly, either verbally or nonverbally (Mulyana, 2013).

Interpersonal communication can take place between two people who are alone together such as husband and wife who are talking, or between two people in a meeting, for example between a paper presenter and one of the participants in a seminar (Effendy, 2011). According to Cangara (2012) interpersonal communication is very important because it involves personalities or characteristics between two people, namely communicators and communicants. Therefore, this can be realized when a communicator presents psychology in his interpersonal communication. Some of these expressions explain that interpersonal communication is an interaction that occurs between one communicator and one communicant. Interpersonal communication can also be referred to as an interaction that takes place between two people known as dyadic. Dyadic is the general context of interpersonal communication, because each partner in the interaction focuses attention solely on the other person (Solomon & Theiss, 2013).

Understanding interpersonal communication based on interpersonal needs can fall into three categories, namely inclusion, control and affection. The term inclusion is usually always concerned with the need to maintain relationships that satisfy others and to show sufficient ownership and involvement. The term control is associated with the need for influence and power. The term affection relates to the need for friendship, closeness and love. Each person's interpersonal needs are different. Individual awareness of interpersonal needs allows one to better understand communication behavior (Ramaraju, 2012). If the context of interpersonal communication is compared to other things, the author refers to an example, namely Rasullullah. The interpersonal communication carried out by Rasullullah in the psychological review is a psychological level communication. Psychologically, interpersonal communication will work well if both parties who communicate know each other, provide mutual attention, support, openness and trust. So that the use of appropriate and effective interpersonal communication will affect the success of a communicator (Sakdiah, 2017).

Based on some of the above expressions, we can conclude that interpersonal communication means interaction between one person and another with the aim of a communicator being able to influence the communicant or interlocutor. The purpose of this interpersonal communication in order to be achieved, of course, a communicator must collaborate with psychological knowledge, because the field of science seeks to know the characteristics, personality and psychic of the interlocutor or communicant. Psychology is needed in interpersonal communication because with the psychology of a communicator can understand or understand the mental state and mindset of fellow communicants, so that there are no misunderstandings or obstacles in interpersonal communication. Humans as an important object in psychology and communication, because if there are no humans then no significant interaction occurs. A communicator must be able to master psychology in order to influence or understand the condition of the communicant, so that information from the interaction provided can be received by the communicant (Ibrahim & Riyadi, 2023).

Communication psychology is a branch of psychology that explains communication based on a psychological approach. Communication psychology can be used to analyze a communication process. Psychology itself can be used to examine human consciousness in behavior. Psychology provides or shows a characteristic and human nature, as well as what causes communication behavior. In relation to interpersonal communication, psychology is useful for understanding the personalities involved in the communication. Communication psychology is very useful in conducting interpersonal communication, because a communicator can understand and understand the intentions of communicants (Wulandari & Amelia, 2018). The psychology of interpersonal communication is almost similar to intercultural communication whose purpose is to know the condition of the communicant both from the form of personality, character and so on (Sumaryanto & Ibrahim, 2023).

According to Ritonga (2019) communication is a social event that occurs when humans interact with other humans. Humans are social creatures who cannot live alone and need other people for their survival. All humans are not the same because each human being has different characteristics and dispositions. Sometimes when communicating, an understanding of information is needed, therefore psychology is one of the efforts to equalize understanding. In understanding humans we need psychology which can pay attention to mental processes that occur even though they cannot be observed directly such as people thinking, remembering, and feeling (Armando, 2014). This interpersonal communication can also have moral value when it is in accordance with the use of psychological rules (Syaf & Ibrahim, 2023). Based on some research results and arguments above, it can be concluded that interpersonal communication will be effective and have a significant impact when collaborated with psychology, because without psychology the interpersonal communication process will be hampered and even difficult to achieve the desired goals of a communicator.

Psychological Theory of Interpersonal Communication

1. Symbolic Interaction Theory

Symbolic interaction theory reflects the dynamics of interactions between individuals that involve applying and giving meaning to the world through interactions with others. The presence of this theory in communication science is driven by the central role of communication in understanding human existence as a social being. The symbolic interaction approach can be applied in cultural studies, focusing on three main aspects, namely the production of cultural meaning, textual analysis of meaning, and the study of culture involving lived experience. Fundamentally, symbols and social interaction cannot be separated in communication science because the use of symbols is always an integral part of any communication process. Signs or symbols used in communication can vary, such as dance, painting, music, architecture, and other elements. These symbols act as a communication medium to convey information. In the symbolic interactionism perspective, humans develop a rich collection of symbols to give meaning to their interactions with the world (Haris & Asrinda, 2018).

2. Meaning Coordination Management Theory

This theory is a process where individuals understand the world of other individuals and produce a social manifestation. Communication is one of the important points for humans to shape their own communication reality. Creating a meaning or meaning in interaction is achieved by performing various rules based on communication content, actions, situations, relationships with communicators, individual backgrounds, and cultural patterns. The meaning coordination management theory has several assumptions such as, humans live in communication. Humans create each other's social reality, namely every human being has trust and creates social reality in a conversation. Social reality also refers to a person's view of how meaning and action are in accordance with their interactions. In the last assumption, information transactions depend on personal and interpersonal meanings. It is defined as the meaning that people achieve when they bring unique experiences to their interactions. Then there is interpersonal meaning which is obtained when two people agree on each other's interpretations. Finally, personal and interpersonal meanings arise in an unthinking conversation (Gustria & Irwansyah, 2022).

3. Expectation Violation Theory

Expectation violation theory links individual closeness to the response or feedback generated by other individuals in interpersonal communication which involves understanding human nature with respect to personal space (Burgoon & Jones, 1976). This phenomenon arises because the human need for affiliation that craves personal space is balanced with the need for social interaction. Humans, as social creatures, naturally have a tendency to interact with others. Nonetheless, humans also have limits in their tolerance for excessive physical contact. Therefore, maintaining distance from other individuals is a human right to maintain a balance between social interaction and personal space (Burgoon, 1978).

A person interacting with a new person will bring personal expectations that can produce communicative impact if those expectations are violated. Expectation violations occur when the actions of others are not as expected (Dunbar & Segrin, 2012). If an expectation violation occurs in an interaction, individuals will respond by making interpretations and evaluations to address and deal with the violation (Bevan et al., 2014). On the other hand, this theory faces difficulties in explaining why nonverbal violations of different types can produce inconsistent patterns of outcomes.

4. Interaction Engagement Theory

Interaction engagement theory is a sociological theory that explains how individuals engage in social interactions. This theory was proposed by Herbert Blumer, an American sociologist. An individual is an active and conscious being, and is involved in social interactions with the aim of achieving certain goals. Individuals use symbols to communicate with others to shape the meaning of their experiences. Therefore, there are three important elements in the theory of interaction

involvement, namely, Action, Interaction, and Interpretation (Blumer, 1938). Action is Individuals act or behave based on the meaning they give to the situation.

An example in action is when you see someone smiling, you will interpret the action as a sign that the person is happy, and you will smile back in response. Interaction itself is individuals interacting with others through symbols. For example, when you are talking to your friend, you use symbols such as words, body language, and facial expressions to communicate. Interpretation is when individuals interpret the actions and behaviors of others based on the meanings they have. For example, when you see someone who is angry, you will interpret the action as a sign that the person is upset, and you will avoid them.

CONCLUSIONS AND SUGGESTIONS

Based on the results of the analysis above, the findings in this study indicate that the urgency of psychology in the perspective of interpersonal communication will be effective and have a significant impact when collaborated with psychology, because without psychology the interpersonal communication process will be hampered and even difficult to achieve the desired goals of a communicator. The psychological theory of interpersonal communication in this study consists of symbolic interaction theory, meaning coordination management theory, expectation violation theory, and interaction involvement theory. Based on these conclusions, the researcher suggests several things, namely that a communicator should use psychology in the scope of interpersonal communication, because it can affect the success in influencing communicants. In addition, a communicator when using interpersonal communication can certainly be easier to find out the mental state of communicants by presenting psychology, so that the communicator's goals can be achieved.

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