

Effect of Empathy, Emotional Intelligence on Interpersonal Communication

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Abstract

At the time of transition from early adolescence to late adolescence, individuals produce changes in the term of social and emotional within themselves. The aim of this research was to determine whether there was an effect between Empathy, Emotional Intelligence on Interpersonal Communication at X University Students. The participants in this research were 101 students at X University. The data analysis technique used multiple linear regression. Then, simultaneously empathy and emotional intelligence had a significant correlation with interpersonal communication. Empathy is an important communication skill that has been proven to affect individual emotional intelligence and interpersonal communication

Keywords: *Empathy, Emotional intelligence, Interpersonal communication.*

1. Introduction

Individuals do their respective roles in daily community activities, but one cannot be separated from interaction with other individuals. Especially in late adolescence that called by a period of consolidation towards the adult period which is marked by the ego in looking for opportunities to come together with other people and in seeking new experiences (Sarwono, 2010). During the transition from early adolescence to late adolescence, individuals produce changes in the term of social and emotional within themselves. Thus, late adolescents also experience changes in their basic nature and also in the relationship quality with close friends (Kerig, 2012).

Communication is the most important thing in human life. As social beings, humans always want to talk, exchange ideas, send and receive information in various experiences, cooperate with others to meet needs and so on. These various desires can be fulfilled through interaction with other people. From this, humans have made interpersonal communication.

The current phenomenon in among teenagers through social media, as millennials involve more communication with technological sophistication, so that communication becomes easier and faster to convey. Social media Communication can be categorized as intrapersonal communication because most social media users write statuses about their own feelings, even though with the aim of being seen by the public. The

conveyed information by social media users tends to show off their emotional self and tell people about their own life.

Based on the research results of Chow, Ruhi, and Buhrmester (2012) individuals with high empathy can overcome egocentric viewpoints and experience each other's feelings and thoughts.

Based on the research results of Saarikallio, Vuoskoski, and Luck (2014), emotional abilities such as emotional recognition and empathy are factors related to the development of social communication and well-being in adolescents.

Some experts believe that empathy is included in the ability to communicate interpersonally or in other words one's empathy skills arise in communicating activities with others. Without the communication process, there will be no empathy formed.

Empathy is a complex affective and cognitive response to the emotional distress of others. Empathy includes the ability to feel the emotional state of others, feel sympathetic and try to solve problems and other people's perspectives (Baron and Byrne, 2005).

Adolescents who can improve emotional abilities such as empathy and social understanding will be more sensitive in understanding and knowing what their friends feel when facing a problem (Chen, 1998).

According to Goleman (2005), a person's emotional intelligence have big impact to a person's interpersonal communication. Emotionally intelligent people will be able to recognize emotions, control emotions, motivate themselves, empathy, and social correlations. While Cooper and Sawaf (2002) said that emotional intelligence is the ability to feel, understand and selectively apply the power and sensitivity of emotions as a source of emotion and human influence. Emotional intelligence demands ownership of feelings, learns to recognize, respects feelings in oneself or others and responds appropriately. Emotional intelligence or Emotional Quotient (EQ) is a set that enables us to pave a complicated path, the personal, social, and defense aspects of all intelligence, mysterious common sense, and sensibility that are essential to functioning every day (Stein and Book, 2002).

Through communication, a person can explain various things that are on his mind to others so as to achieve an understanding of the meaning of the same message. is the essence of human existence. Most humans spend about 80-90% of their waking time to communicate with other people whether at home, work, school or when doing other daily activities. Through communicating with other people, it can indirectly develop one's interpersonal relationship.

Intrapersonal communication is needed as a tool for someone to get to know and be familiar with themselves and their personality. Interpersonal communication becomes something very important because basically humans cannot be alone. Many activities in one's life are always related to other people.

Joseph A. Devito (2011) said that interpersonal communication is a verbal or non-verbal interaction between two (or sometimes more than two) people who are dependent on each other.

This research aimed to determine the effect of Empathy, Emotional Intelligence on Interpersonal Communication in X University Students.

2. Research Method

The type of research was quantitative research. This research involved 101 students at X University . The sampling technique used in this research was simple random sampling.

The method in this research was used to collect data in this research is the scale method, the data obtained by distributing 3 research scales through google form in the form of empathy scales, emotional intelligence and interpersonal communication.

The definition which was stated by Davis (1983) that empathy was a reaction from someone to observe the experiences of others.

Empathy in this research was measured by an empathy scale that was adapted and modified by researchers based on the empathy aspects according to Davis (1983) such as personal distress (personal distress), empathic concern (emphatic attention), fantasy (imagination) and perspective taking (taking perspective). One example of the items on this scale is "I feel so sorry about a friend who is less fortunate than me." The answer choices are between 1-4 ranging from very inappropriate to very appropriate with a reliability value of 0.808

Emotional intelligence or Emotional Quotient (EQ) is a tool that allows to pave the way in the complex world, the personal, social, and defense aspects of all intelligence, mysterious common sense, and sensibility that are essential to functioning every day (Stein and Book, 2003). 2002).

Emotional intelligence in this research was revealed by using an emotional intelligence scale based on the aspects proposed by Goleman (2002), such as the ability to know oneself (self-awareness), manage emotions, motivate oneself, recognize other people's emotions, build correlations with others (empathy).). One example of an item on this scale is "I know when I'm angry." The answer choices are between 1-4 starting from Very Disagree to Very Consistent with a reliability value of 0.842

Devito (2011) told that interpersonal communication is a verbal or non-verbal interaction between two (or sometimes more than two) people who depend on each other.

Interpersonal communication in this research was revealed by using the interpersonal communication scale which was arranged based on the aspects proposed by (Suranto, 2011) such as openness, empathy, support, positive feeling, equality. One example of the items on this scale is "I am happy with the input from

the lecturer to improve my learning." The answer choices are between 1-4 ranging from Very inappropriate to very appropriate with a reliability value of 0.925.

This research used multiple linear regression analysis, that was to determine the effect of two independent variables, such as Empathy (X1), Emotional Intelligence (X2), on one dependent variable Interpersonal Communication (Y). All data analysis techniques use SPSS version 21 for Windows.

3. Results

After collected the data, the multiple regression analysis hypothesis test results in the F test obtained a significant value of 0.000 ($\alpha < 0.05$) and the F hit value was 41.764 > Ftable 3.94, it could be concluded that the hypothesis was accepted, that were empathy and emotional intelligence have an effect on interpersonal communication.

Table 1. Multiple Regression Results

R Square	.460
F test	41.764
Sig.	.000

Based on the research results, it was known that the effect of the independent variable on the hypothesis test of the dependent variable analysis is 46% (R Square) while 54% is influenced by other factors. It was seen from the F test of 41.764 with a significance of 0.000 ($\alpha < 0.05$), then empathy and emotional intelligence together affected interpersonal communication.

Table 2. Regression Test

Variable X	Unstandardized Coefficients		Standardized coefficients	T	Sig.
	B	Std. Error	B		
Empathy	.394	.097	.344	4.045 -	.000
<i>Emotional intelligent</i>	.389	.075	.441	5.189	.000

Based on the data in table 2, it was known that empathy had a significant effect on Interpersonal Communication and Emotional Intelligence had a significant effect on Interpersonal Communication of 0.000 ($\alpha < 0.05$).

4. Discussion

Based on the research results, it was known that Empathy and Emotional Intelligence had a significant correlation with Interpersonal Communication in students. The existence of a correlation between Empathy and Emotional Intelligence with Interpersonal Communication could be interpreted that Empathy and Emotional Intelligence are factors that can be lived with interpersonal communication between students. Empathy is an important communication skill that has been shown to effect individual knowledge acquisition and interpersonal relationship. There is a research from Chow, Ruhi, and Buhrmester (2012) which stated that individuals with high empathy can overcome egocentric viewpoints and experience each other's feelings and thoughts, this characteristic is the idea of producing higher satisfaction and less conflicting correlations.

Emotional intelligence presents the ability to feel, assess, and express emotions accurately and adaptively, the ability to recognize and understand emotions, the ability to access feelings when performing cognitive activities and making adjustments, and to regulate emotions in oneself and others (Hartini, 2002). . Emotional intelligence as a psychological disposition, such as values that are believed and embedded in individuals, are formed and developed based on genetic factors, parenting, and emotional education factors that are obtained by someone at school (Goleman, 2004).

Empathy is an important determinant of how well we communicate with one another as well as personal characteristics that facilitate our ability to persuade others to accept an idea, feel a certain way, or pursue a certain course of action. According to Goleman (2005), a person's emotional intelligence contributes greatly to a person's interpersonal communication. This shows that with empathy through emotional intelligence, we can interact with others using good communication.

Someone who is able to use interpersonal communication in accordance with the conditions is someone who is able to grow a good correlation with the surrounding environment.

5. Conclusion

Based on the research results, it was found that Empathy and Emotional Intelligence had a significant correlation with Interpersonal Communication at X University Students.

6. Suggestions

Researchers suggested several things for further research, included pay attention to other factors such as the outside environment or around the campus. In addition, we must also pay attention to how our role as human being to empathize with others, either outside or within society and with emotional intelligence we can understand how to build good communication to interact with others.

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