

The Respectful Attitude and Communication Ways towards Elderly: Perspective from adolescents

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Abstrak. Sikap hormat sangat penting bagi remaja dalam berkomunikasi dengan orang lain. Mengingat masa remaja merupakan masa peralihan dari anak-anak menuju dewasa, maka pada masa peralihan tersebut remaja juga mengalami perkembangan komunikasi yang ditunjukkan dengan kemampuan berargumentasi. Namun, remaja cenderung kehilangan rasa hormat terhadap orang lain, terutama orang tua. Penelitian ini bertujuan untuk mendeskripsikan sikap hormat pada remaja dan bagaimana remaja berkomunikasi dengan orang tua. Penelitian ini menggunakan deskriptif kualitatif dengan teknik pengumpulan data menggunakan kuesioner terbuka dan melibatkan 105 remaja di Surakarta, Indonesia. Penelitian ini menunjukkan bahwa sikap hormat dapat dilihat dari cara berkomunikasi. Para remaja mengatur cara berbicara, berbicara dengan lancar, saling menghormati, dan tidak menggunakan kata-kata kasar ketika berbicara dengan orang tua. Namun, responden masih bersikap tidak sopan, membantah, dan menolak nasehat lansia yang dipengaruhi oleh jenis kelamin dan status sekolah. Oleh karena itu, pembuat kebijakan perlu membantu menumbuhkan rasa hormat terhadap remaja dengan memperkuat sikap mereka.

Kata kunci: *Sikap hormat, komunikasi, remaja, lansia.*

Abstract. *A respectful attitude is very important for adolescents to communicate with other people. Considering that adolescence is a period of transition from children to adults, during the transition, adolescents also experience communication development which can be demonstrated by the ability to argue. However, adolescents tend to lose respect for others, especially the elderly. This study aims to describe the respectful attitude in adolescents and how adolescents communicate with the elderly. This research was used descriptive qualitative with collecting data techniques used an open questionnaire and involved 105 adolescents in Surakarta, Indonesia. This study showed that a respectful attitude could be seen from communication ways. The adolescents manage their way of talking, talk smoothly, respect each other, and not use rude words when speaking with the elderly. However, respondents are still disrespectful, arguing, and denying the elderly advice influenced by gender and school status. Therefore, policymakers need to help foster respect for adolescents by strengthening their attitudes.*

Keywords: *Respectful attitude, communication, adolescents, elderly.*

Adolescent development is when adolescents try to find their own identity, which is a vulnerable period for adolescents in this search stage. According to Hurlock (1999), the characteristics of adolescence are an important phase with physical, mental development, changes in values, and changes in attitudes. This change in attitude towards adolescence is the work of adult children's behavior caused by social and cultural roles.

Changes in adolescent attitudes that occur today are very worrying, one of the adolescents' attitudes starting to be rarely carried out, namely an attitude of respect for others. Furthermore, nowadays, problems often arise related to decreasing of moral values in adolescents. That is because a global influence changes the values in the education of the Indonesian nation. Globalization is driving progress in the fields of technology and communication. According to Oktaviyanti et al., (2016); Putrihapsari & Dimiyati, (2021); Annisa, (2019) stated that the negative impact of globalization is the reduction in Indonesian people's culture in the form of politeness, hospitality, helping each other, respect, and tolerance.

Ray (2016) stated that when adolescents apply a respectful attitude in their daily life, it can prevent someone from speaking a bad language and being impolite because there is no respect for others. Every adolescent must possess respect because respect requires everyone to be good to each other. Moreover, in every religion, it has also been explained to treat yourself and others with respect. The adolescent's attitude that can reflect respectful behavior is polite, tolerant, and respectful older people. According to Mu'in (2011) there are eight characteristics of respect, as follows: (a) Tolerance; (b) Acceptance; (c) Autonomy; (d) Privacy; (e) Non-Violence; (f) Courteous; (f) Polite; (g) Concerned. Importantly, respect can be shown in various ways according to the characteristics of respect. This attitude is shown to other people in different ways with different levels of closeness. For example, the attitude of respect given will be different for family, friends, neighbors, older people, and respect for strangers who are just met.

According to Wulandarizqy (2015), it is stated that if every adolescent has a respectful attitude in their behavior, it will provide positive things for the success of adolescents in various fields of life today and in the future so that can prevent injustice, violence, hatred and create harmonious relations between the communities. Based on the explanation above, it can be concluded that everyone should respect each other, especially adolescents who are always expected to maintain their attitude to respect the elderly. This is very important because adolescents are the next generation of the nation who must have good moral values and character, including respecting older people.

Considering that adolescence is a period of transition from children to adults, during this transition period, adolescents also experience communication development which can be demonstrated by the ability to argue or discuss (Damayanti & Jatiningsih, 2014). In communicating, adolescents need knowledge about the attitudes that must be done when talking to other people, especially the elderly. Communicating with the elderly must involve feelings, thoughts, and respect. However, another point to consider is adolescents tend to lose respect for others, especially their grandparents. The disrespectful attitude that is more common in adolescents is towards the elderly. The majority of adolescents today discriminate against the elderly. Adolescents have less knowledge about the elderly, thus making them likely to hold negative stereotypes and attitudes towards the elderly (Ragan & Bowen in Helmes, 2015).

Elderly is an aging process that occurs naturally and the growth of age. According to UU Number 13 of 1998, in article 1 section 2, the definition of elderly is those who are over the age of 60 years and more. Similarly, according to Suardiman (2011), the elderly person is defined as at least 60 years old. Elderly need social support from others. That is extremely important since it can create a peaceful life. In addition, it can assist the elderly in engaging in physical activity, which is beneficial to their health. Strong social support, in particular, makes it simpler for elderly individuals to stay mentally, physically, and emotionally fit. On the other hand, the family can have a good impact due to this assistance. The attitude required is caring for a sick family member and assisting senior folks in adjusting to a stressful environment.

Furthermore, the number of older people in the world will increase over time due to the intensive growth of the elderly, whereas inversely, the number of children and adolescents will be less and less. In Indonesia, the increasing number of older people does not change society's negative stereotypes, especially adolescents' perspectives towards the elderly. Some Indonesian people consider the elderly to be fragile and troublesome individuals because they always need help from others when doing a certain job so that the elderly feel neglected and feel disrespected by younger people.

In addition, nowadays, many phenomena occur in Indonesia, which shows that adolescents are increasingly ignoring respect for the elderly—followed by the results of a pre-interview conducted by researchers on one adolescent from Surakarta, aged 19 years. In the results from the interview, the subject stated that she was respectful towards her grandparents. However, towards other elderly not from family members, she only smiled when they passed her and sometimes acted indifferent or ordinary. The indifferent attitude of the subject towards the elderly, whom she did not recognize, was because the subject did not know each other, so that he had no obligation to be respectful, and the subject felt she was not accustomed from childhood to greet the elderly she did not recognize.

Moreover, the phenomena happened according to research conducted by Wulandari and Uyun (2017) by conducting interviews with six Javanese adolescents aged 13 to 23 years. The interview results show that the subject knows how to apply respect to elders. However, it turns out that several things affect the subject when not respecting elders. Some subjects believe that respecting older people is an attitude that is not too important.

Based on the explanation above, it is very important to encourage closer bonds between adolescents and older people in community life and build positive perceptions or respectful attitudes starting from school, the environment, and family (Cheong, Ha, Choo, Yap, 2018). Furthermore, according to Bryant et al. (in Luchesi, 2016), when the elderly receive great attention and affection, it will have a good impact on attitudes, health outcomes, and an influence on the behavior of the elderly.

Many researchers research the character or attitude of adolescents. Furthermore, the context of respectful attitudes towards the elderly has not been explored much. Therefore, this research related to respectful attitude, which connects with adolescents' sex and education status.

This study aimed to understand and describe the respectful attitude in adolescents and how adolescents communication to the elderly. The research question is the student's attitudes towards the elderly, the communication ways adolescents talk towards the elderly, denial attitudes toward advice, and the reason for denial of the

advice. This research is expected to contribute to the science of psychology to develop the field of social interest and development and can be used as a reference for research on related topics. Furthermore, this research is expected to be a means to evaluate the adolescent's attitudes and behavior. Moreover, the results of this research can serve as knowledge for parents who can provide advice and play a role in adolescent attitude development.

METHOD

The main method used in this research was qualitative, with data collection techniques using opened questionnaire techniques. The informants in this research are chosen by the purposive sampling technique. The informants criterion are : a). Adolescents, aged 13-18 years old; b) Living with their grandparents in their house; c) Living in Surakarta, Java, Indonesia. This study involved 105 informants from Surakarta, Solo, Indonesia, which are suitable with the criterion. Moreover, the data was collected by opened questionnaire.

The open questionnaire collects data by presenting questions that do not have answer choices so the participants can provide answers freely. The advantages of open questionnaires are that it is easier to make questions presented, and participants are free to provide answers as they think. Data analysis was carried out using descriptive analysis, the researcher collecting the data, doing reduction by categorizing the data, and display the data.

Sex of Participants		
Number	Characteristic	Frecuency
1	Female	66
2	Male	39

Tabel 1. Sex of Participant

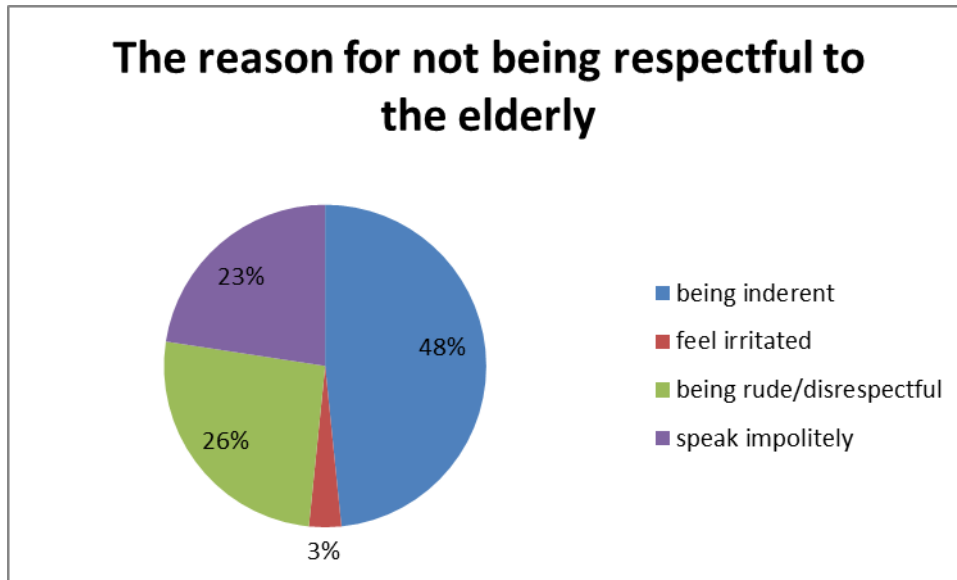
Education Status of Participants		
Number	Characteristic	Frecuency
1	swasta religious school	30
2	swasta regular school	44
3	Negeri	31

Tabel 2. Education Status of Participants

RESULT

1. The respectful attitude towards the elderly

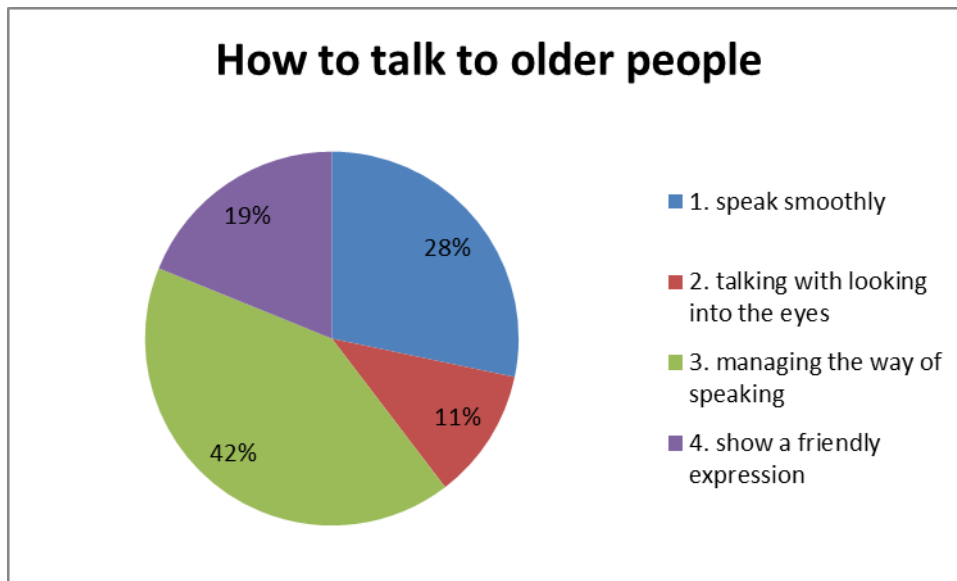
Based on the respondents' answers, the researchers found that 70% felt that they had been respectful to the elderly, while the percentage of respondents who felt they had not been respectful towards the elderly was 30%.



Pie Chart 1. Adolescents reason for not being respectful to the elderly

Based on the data regarding respondents who feel they have not been respectful to the elderly, the largest percentage is 48%, which stated that the respondents had not been respectful because they were still indifferent, such as belittling the elderly. The second percentage is 26%, with the respondent's answer still being rude / disrespectful towards the elderly. The behaviors shown based on these answers include yelling, arguing, and lack of attention to the elderly. The following percentage is 23%; respondents still speak impolitely to the elderly because sometimes they unconsciously speak using the Javanese Ngoko language. Moreover, the last percentage is 3% which states that respondents often feel irritated with the elderly because when talking to the elderly, they feel not connected with the conversation that is being carried out.

2. How to talk to older people

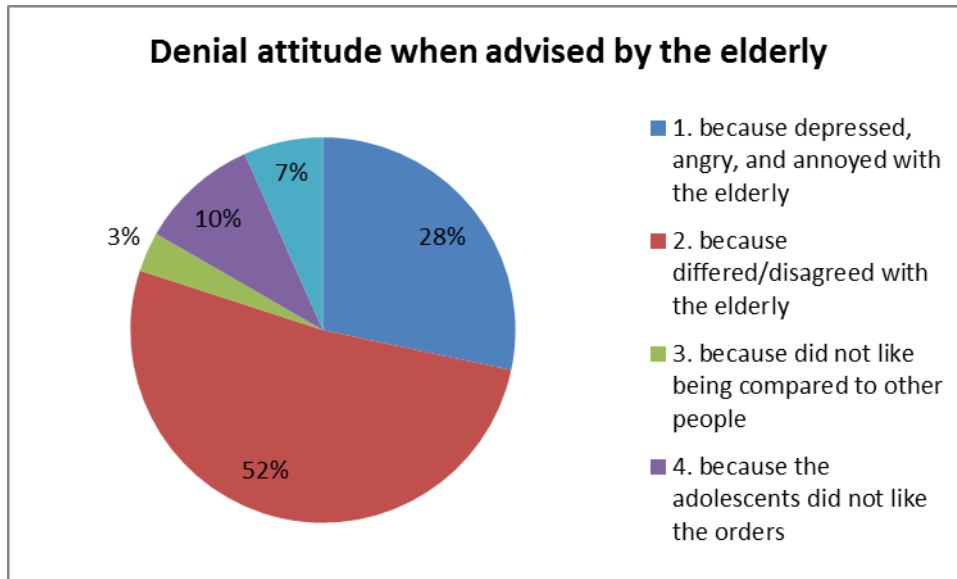


Pie Chart 2. How to talk to older people

The majority of respondents' by 42%, will manage a body position to be polite when they are talking to the elderly. The respondent shows the polite body position, such as lowering the body, by sitting next to the elderly who is the other person to talk to, and an arbitrary attitude. Then 28% will lower the voice, such as speaking softly or softly and clarifying the pronunciation of the lips when speaking. Moreover, the next percentage is 19% show a friendly expression by always smiling, and 11% of respondents will look into the eyes of the elderly whom they are talking to.

3. Denial attitude when advised by the elderly

The majority of respondents answered that they had denied being advised by an elderly with a percentage of 57%. Moreover, the percentage of respondents who answered that they had never denied being advised by an elderly was 43%.



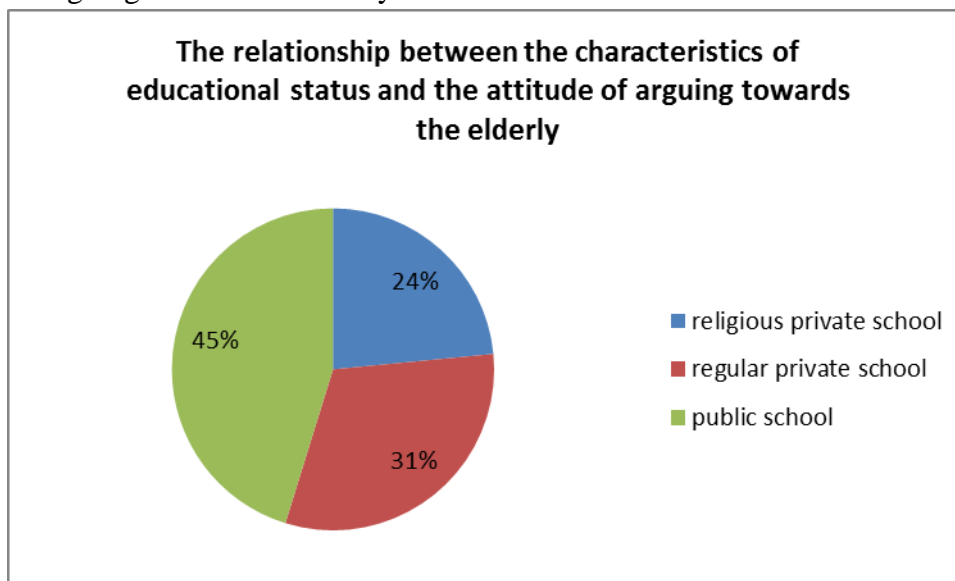
Pie Chart 3. Denial attitude when advised by the elderly

The pie chart above explains several factors that cause respondents to object when advised. First, the majority of respondents, 52%, answered because they differed/disagreed with the elderly; the difference in opinion that occurred was caused by the thoughts of the elderly who still believed in myths, so that giving advice did not make sense. At the same time, the thinking of teenagers had developed according to the times, and teenagers felt they were right about the opinions they believed. The next respondent's reason was because of emotion by 28%, namely feeling depressed, angry, and annoyed with the elderly who often repeated the same words as before. Then another 10% reason was that they were given orders that the respondent did not like, such as being told to do something forcibly, but the respondent didn't want to do it. The following percentage of 7% of respondents denied that they did not want to be advised by the elderly; in this case, adolescents were advised by the elderly with words that seemed to blame teenagers for something they did not do and gave excessive advice. The final percentage was 3% because they did not like being compared to other people when advised by the elderly.

4. The relationship between gender characteristics and the attitudes of arguing towards the elderly

Based on the research that has been done, data obtained as many as 63% of respondents (66 people) are female, and 37% of respondents (39 people) are male. This character can be related to the question about denial attitude when advised by the elderly to see how female respondents and male respondents carry out the attitude of respect. When further disclosed with these specific questions, it was found that female respondents, totaling 66 people, stated that 58% (38 people) had denied the elderly when they were being advised, while 42% (28 people) had never denied the elderly when they were being advised. On the other hand, 39 male respondents stated that 56% (27 people) had denied and 44% (17 people) had never denied when being advised by the elderly.

5. The relationship between the characteristics of educational status and the attitude of arguing towards the elderly



Pie Chart 4. The relationship between the characteristics of educational status and the attitude of arguing towards the elderly

The next discussion is the respondent's educational status characteristics, which is associated with specific questions regarding the statement that they have or have never denied the elderly when being advised. Based on the results obtained, 44 respondents from regular private schools stated that 36% (16 people) had never denied it, while 64% (28 people) stated that they had denied being advised by the elderly. Then 30 respondents came from private religious schools with a percentage of 27% (8 people) never denied, and 73% (22 people) stated that they had denied the elderly. Finally, other respondents, 31 people from public schools, 52% (16 people) said they had never denied it, and 48% (15 people) had denied being advised.

DISCUSSION

Respondents have assumed that they have been respectful to the elderly by always being polite, speaking in polite words, being friendly, always managing communication with the elderly, and respecting the elderly both from their words and actions. This follows Wulandani and Uyun's (2017) research conducted by conducting interviews with six teenagers of Javanese descent aged 13 to 23 years. The interview results show that the subject knows how to apply respect to elders. This is also corroborated by a statement from Wulandariqy (2015), which explains that the real manifestation of respect is the presence of respectful behavior from younger people towards older people, and vice versa.

The attitude of adolescents when talking to older people was maintaining body position so that they still look polite in front of the elderly. In addition, some respondents will look into the eyes of the elderly when they are talking, always show a friendly expression, speak in polite words, and speak softly or lower their voice when

speaking. The attitudes are the same with one of the characteristics of respect, according to Mu'in (2011), namely courteous, which is good behavior shown by someone intentionally to others to show respect. According to Suwarna and Suharti (2014), the opinion regarding the characteristics of respect, namely politeness and manners, also supports the research results above. In conclusion, the definition of etiquette in question is a person's attitude according to applicable environmental norms, including behaving towards the elderly, and politeness in question is good behavior or ethical behavior towards others, especially older people.

Ray (2016) stated that when a person applies an attitude of respect directly in daily life, it can foster respect from others for himself as well. Therefore, adolescents must apply a respectful attitude to avoid speaking by saying words or language that are not good for the other person. In addition, one of the characteristics of respect, according to Mu'in (2011), namely non-violence, is an attitude that does not do physical or psychological violence either by saying bad words, such as words to express hatred, dislike, and threatening words against others. The results also show this, with 43% of respondents never denying it when being advised by an elderly. Other data obtained also strengthens this; 87% of respondents never utter obscenities towards the elderly.

Furthermore, the study results showed that 54% of respondents stated that they had spoken in a high tone to the elderly, but the high tone was not meant to have a negative connotation but was based on the decreased hearing ability of the elderly. So based on this situation, the respondent must speak in a louder tone so that the elderly can be heard. This is following the characteristics of respect according to Mu'in (2011), namely tolerance and acceptance. Understanding tolerance is an attitude of respect for other people who have differences; these differences do not make a person drop and insult each other, but will respect the differences that exist. Furthermore, acceptance is accepting others because they have a certain goal. Further explanation regarding tolerance and acceptance is that respondents still respect the elderly despite differences in their listening skills that are not good or have decreased. Therefore, respondents also accept this situation to still communicate with the elderly.

However, the explanation above is not in line with the respondents' answers regarding have they ever denied being advised by the elderly. 57% of adolescents have denied the advice of the elderly, and 47% have never denied the advice of the elderly. The difference in the percentage of respondents who have and never denied the elderly is influenced by gender and school status. The influence of school status follows the factors that influence respect, according to Walgito (2003), namely cultural (environmental) factors and educational institutions and religious institutions. Further explanation regarding cultural factors where the environment where you live or the environment has a big influence on respect formation. Respect will arise due to the strengthening of the surrounding environment, and there will be rewards if it is not following the norms that apply in the environment or culture. Then the factor of educational institutions and religious institutions is a means to form moral concepts and good attitudes for each individual. Therefore, the institution plays a role in emphasizing one's respect for others.

CONCLUSION

The respectful attitude which is shown from the way of communication of the teenagers when they interact with the elderly is by managing the way they

communicate, speak slowly, and not using high intonation and tone, respecting the older people, not denial the advice, and not using many bad words. However, respondents are still being disrespectful, arguing, and denying the elderly advice. The difference in the percentage of respondents who have denied the elderly is influenced by gender and school status.

This research is expected to contribute to adolescents communicating politely with the elderly and determine the relationship between gender and educational status. Furthermore, the researcher is trying to provide information to parents, teachers, schools, and the community to instill more respect in children's early development and become a role for children. Further research needs to examine other influences that affect the disrespectful attitude of adolescents when communicating with the elderly. In addition, there needs to be further research on what communication techniques are used in the family when talking to the elderly.

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