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## Effects Parental Verbal and Non-Verbal Abuse on the Teenager's Self-Disclosure in Pangkalan Mahsyur Villange, Medan Johor Subdistrict Medan Municipality

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### ABSTRACT

**Background.** The first education that children encounter is from their parents. However, not all parents understand the importance of education. The reality, family becomes a place of ineffective communication. Office of Women's Empowerment Women's Empowerment and Child Protection Office of Medan Johor Sub-district, Medan City, in 2022 states that verbal communication violence is a problem today. Based on data from the Central Bureau of Statistics of Medan City in 2023, Kelurahan Pangkalan Mahsyur is the urban village with the largest population in the Medan Johor sub-district.

**Purpose.** The purpose of this research is to determine and analyze the effect of verbal and nonverbal communication violence on adolescent self-disclosure.

**Method.** This research method uses a quantitative approach with descriptive and correlation methods. The data collection technique is probability sampling with 370 samples in Pangkalan Mahsyur Village. Data shows the variable of verbal communication violence, the dimension of yelling obtained a value of 38.9%. Nonverbal communication violence variable, facial expression dimension obtained a value of 41.8%.

**Results.** The results of The results show that the hypothesis H0 is rejected and H1 is accepted that there is an influence of verbal and nonverbal communication violence on self-disclosure. influence of verbal and nonverbal communication violence on the self-disclosure of adolescents in adolescents in Pangkalan Mahsyur Village, Medan Johor Subdistrict, Medan City, with an influence of 5.1%. with a magnitude of influence of 5.1%.

**Conclusion.** The conclusion in this study found that verbal communication violence has a greater influence than nonverbal communication violence. This means, there is a low categorised relationship between the relationship of verbal communication violence, nonverbal communication violence with adolescent self-disclosure in adolescents.

### KEYWORDS

Nonverbal Communication, Openness Self, Verbal Communication

### INTRODUCTION

Communication is considered a fundamental system in any event. The importance of communication in everyday life to convey information, express ideas,

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thoughts and feelings. Communication plays a key role in creating relationships and harmony between people. The harmony of human relations depends on the quality of established communication. The family environment, especially between parents and children, becomes an important focus of harmony. Good communication skills are built from the interaction of parents, which can improve the quality of family relationships. Family communication can form new perceptions for adolescents, influence positive development, and play a role in the formation of adolescents' self-disclosures. Parents have an important role to play in paying attention and developing communication with the teenager, preparing him for life outside the family.

Intense in-family communication can prevent children from feeling neglected, support positive self-development, and strengthen relationships through verbal and nonverbal communication. Parental communication plays a key role in guiding, providing direction, increasing self-esteem, and supervising adolescent behavior and attitudes. Positive parental communication in adolescence forms attachment, attachment, and relationship strength in early adulthood. Society still faces problems of ineffective communication, such as rigidity, indifference and inattention. Agustriyana stated that the family environment supports the development of adolescents to have good self-esteem. The quality of adolescent self-disclosures can be improved through good family communication (Litasari dkk., 2022).

How to communicate well in the family is the most basic thing (Homayoon dkk., 2021) and role communication parents for adolescents who provide guidance and direction, encouragement, increase self-esteem, supervise the behavior and attitudes of adolescents mendampingi difficult decisions for adolescents, creating communication good as the delivery of rules, messages, rewards, punishments attention serti respond communication. Positive parental communication during adolescence will form attachment, attachment and strength to parents in early adulthood (Laporta-Herrero dkk., 2022). Communication of parents with adolescents is considered important as a reinforcement of relationships in the family.

Data from the Indonesian Child Protection Commission (KPAI) compliance cases the rights of children at the age of adolescence, that is, during 2021, received 2,971 cases in the cluster fulfillment of children's rights where the highest cluster of 76.8%, namely the family environment cluster and alternative parenting, 13.9% of cases namely education cluster, leisure utilization, cultural and religious activities, 6.6% of Primary Health and welfare cluster cases and 2.7% of rights cluster cases civil and liberty. During the 2011 census, the cluster family environment and alternative care into clusters with the number of highest (KPAI, 2022).

The phenomenon can be seen from the data sourced from the Department Women empowerment and Child Protection Medan Johor Kota Medan in 2022 that verbal communication violence of adolescent age categorized psychological violence has always been a problem today. View there is a gap between the given theory and the existing reality. Still many parents who abuse verbal communication in children especially teenage age. If parents apply Family Communication and good verbal communication with children, then the case of communication violence verbal will decrease. In fact, during the covid-19 pandemic, verbal violence in South Africa (<https://liputan6.com/>, accessed on Wednesday, April 12, 2023, Hours 18: 45 WIB). Supposedly, the current condition is an opportunity for people parents and children to improve and improve relations with each other communicate, increase mutual affection and so forth.

Verbal communication is a form of communication in convey a message that is done orally or in writing. Tools used it is a language spoken through speech. Good verbal and written communication skills able to understand the meaning of spoken words. Interaction will be established give rise to feedback. Verbal communication often occurs in communication family is

between parents and teenagers. This happens when in determining the future of the child, parents want to take part in deciding. In fact, determine the future of children such as majors in college assume that the choice of parents is correct.

Many parents consider a strict and tough attitude to the child in family is a discipline. Even if it wasn't done on purpose evil. If done excessively and continuously, without realizing it will have a negative impact on the development and personality of the child. Indirectly, the child will remember about what he got. It lead to changes in behavior by imitating and practicing in the environment. The importance of the role of parents in preparing, filtering and guide communication to children without verbal communication contain violence for the expected development of personality. Other teens expressed less interested in open with parents because of busy parents the less that causes the relationship of parents and children to become tenuous (Davis dkk., 2019).

Verbal communication violence is difficult to reveal because some environment considers it is reasonable, correct and can done repeatedly. An example of what society considers that is a video that is going viral that parents in the city of Medan will definitely do verbal communication violence such as labeling children worthless, comparing with other children and devaluing their abilities (<https://tiktok.com/>, accessed on Monday, March 27, 2023, at 11:11 WIB). Communication is inseparable from verbal and nonverbal communication. In implementation, verbal communication may not run by itself without nonverbal communication. It will usually be used simultaneously. When the angry old man would be followed by banging on the table, silencing, pointing, glaring and so forth. Nonverbal communication plays a role it is important to give the said meaning. One of the researchers stated that nonverbal communication is a gesture that includes all stimulus.

Self-disclosure can also be said with self-disclosure is an expression of a person doing his self-disclosure. According to Tri et al, self-disclosure is good then have communication good interpersonal as well. Someone who has good self-disclosure then someone has a good socialization with others (Juliana & Erdiansyah, 2020). It is also important for adolescents where adolescence is learning on his ability, give, receive in build relationships with their environment (Barua dkk., 2022). The Indonesian Child Protection Commission (KPAI) stated that Sumatra North is one of the top five provinces with psychological violence (KPAI, 2022). City of Medan and District of Medan Johor became one of the regions with the level of violence based on the age of adolescents with psychological violence category the highest in North Sumatra province (PPPA Office of North Sumatra province, 2022).

Based on data from the Department of PPPA North Sumatra province that the number of victims of violence against children and women by age in Sumatra North is dominated by the age of 13-17 years (PPPA Office of North Sumatra province, 2022). This is an age group called adolescence. Adolescent age grouping is divided into three stages, namely early adolescence, adolescence middle and late teens. According to Santrock, adolescence is a crisis phase because facing changes and challenges in life (Zuhri, 2022).

This is where the role of parents to guide and directing adolescents by having harmonious relationships or attachments. Because the relationship of parents with adolescents can bring up a sense of positive or negative arising in the child for its internal and external sphere (Wu dkk., 2020). Parents have a big role and one of the influencing factors teenage success. Parental involvement is a consideration because determine the future path of life for adolescents. Old man assume that the expectations they have is a decision best of which is a fairly large assessment factor. In this case, it will often provokes communication between parents and children.

There are still many people parents who communicate with children by intimidating, yelling, comparing, insulting the child's abilities and others. In fact, communication with a comfortable

atmosphere able to increase openness and process children in living life. If done by force of communication verbal, making the child not open about his desires. In fact, lowering a sense of confidence in his abilities.

## RESEARCH METHODOLOGY

This study uses quantitative research approach with paradigm of positivism. Quantitative research is research that way think deductively and inductively or it can be said with hypothesis-verification logic (Castillo dkk., 2020). The research method used is descriptive and correlation research. Descriptive research is to know the problem, applied procedures and situation in society. Descriptive research is an attempt to describe object or subject under study. Correlation research is research done to describe a fact and the nature of the object under study. Correlation research shows the relationship between variables in the study (Uchihara dkk., 2019).

In variables there are independent variables and dependent variables. The independent variable is variables that describe other variables. The dependent variable is a variable that depends on other variables where its value is determined by the independent variable (Ochoa-Pachas, 2021). The following variables are used in research; a) Independent variable is verbal communication violence, b) Independent variable is nonverbal communication violence, c) Dependent variable is self-disclosure.

**Table 1.** Variable Indicators Of Verbal Communication

Variable	Dimensions	Indicator	Inquiry Item
Violence Communication Verbal (Variable X1)	Snapping	Threatened with screaming	1-2
		Bluffing with high tone	3-4
	Cursing	Advise with the word no quick	4-6
		Blame with the word no quick	7
	Give labels or nickname negative	Calling withbad call	8-9
		Humble yourself son	10-11
		Blame without reasons	12-13
	Harass Ability	Compare with a difference negative	14-15
		Says the child worthless	16-17

In the variable verbal communication violence choose four dimensions according to Tower (Nazhifah, 2017). Through these dimensions produce indicators and items of questions to be made to adolescents Pangkalan Mahsyur Village, Medan Johor District, Medan City.

**Table 2.** Variable Indicators of Nonverbal Communication Hardness

Variable	Dimensions	Indicator	Inquiry Item
Violence Communication NonVerbal (Variable X2)	Expression Face	Blushing in anger	18-19
	Communication Eyes	Clenching your teeth while talking	20
		Glaring at anger	21-22
		Looking with cynicism	23-24
	Movement Body	Perform hand movements when being angry	25-26
		Move away or avoid when being angry	27-28
	Spanking	Spanking while doing error	29-30
		Committing violence nonverbal communication to head	31-32
	Slap	Slap in the face while talking	33
		Slapping the mouth or face when the interlocutor answers inquiry	34-35
	Kick	Kick the opponent's body when angry	36
		Kicking other objects while vent emotions	37

**Table 3.** Variable Indicators of Self-Disclosure

Variable	Dimensions	Indicator	Inquiry Item
Openness Self (Variable Y)	Intened Disclosure	The desire to always be open	38-40
		Dare to express thoughts/opinions	41
	Amount	Open frequency level	42-43
		Interaction with parents when there is free time	44-45
	Positive/negativeness	Desire to tell Information personal positive and fun	46
		Desire to tell Information personal negative / bad and unpleasant	47
	Control of Depth	Express personal opinion in depth	48-49
		Express opinions and personal wishes without hesitation	50-51
	Accuracy	Express honestly to parents when talking	52-54
		Express correctly feelings and emotions when speaking	55-57

In self-disclosure variables choose five dimensions according to Wheless. These dimensions come from previous research that is considered it is still relevant for use in current research.

### Scale

The scale of measurement in this study using a likert scale. Likert scale is used to measure the attitude of an object that is expressed agree to disagree. In this scale, the statements leading to left means to state a negative and a statement that points to the right expressed positively (Budi dkk., 2019). Answers from item questions asked to respondents have a positive level up to negative. Likert scale used in this study choose score 1-4 with negative to positive responses (Iswara & Triolita, 2024).

## **Population**

According to Nazir, population is a data or can be said with overall from the sample (Ziauddeen dkk., 2022). According Sugiyono population is a generalizing region consisting of subjects and objects which has certain qualities and characteristics (Sung dkk., 2021). The population is determined by researchers to be understood and then conclusions can be drawn. Based On The Department Of Women's Empowerment, Child Protection and Community Empowerment Of Medan City in 2023, Medan Johor district is a district with the highest level of psychological violence in the city of Medan.

Based on the Central Bureau of Statistics in 2023, Kelurahan with a population of most of the districts in Medan Johor are Pangkalan Mahsyur Village. Based on this, Pangkalan Mahsyur village as a research location with a total population of 37175 people (Lurah Pangkalan Mahsyur, 2023). Pangkalan Mahsyur village has 15 neighborhoods.

## **Sample**

According Sinambela (2014) the sample is part of the number and characteristics possessed by the population that has been determined. Research with the population is very large and difficult to study. When viewed from the geographical location, it will be difficult to conduct research with entire population. Under these conditions, in quantitative research we need a sample that generalizes the population. With convincing the sample can describe the population. This study uses probability sampling technique multistage random sampling. Sampling is used to determine the sample with a very broad object of study. To determine which population can be used as a source of data, then taking samples were conducted based on the area of the population (Yusuf dkk., 2020).

## **Number Of Samples**

After determining the population, in this study determine the number of samples to be used and selected. The number of samples selected used for the dissemination of questionnaires. Sampling performed that is multistage random sampling by determining most of the population lives in Mahsyur Village. In this sampling perform two stages of calculation for get proportional results. Here is the population and sample selected namely environment VI as many as 4338 people, Environment VII as many as 4605 people, Environment XIII as many as 4977 people, Environment XIV as many as 3190 people and Environment XV as many as 4081 people. Withdrawal of the next sample perform purposive sampling by determining the criteria respondents to produce data proportional. The following characteristics are used: 1) Teenagers 15-17 years old; 2) Have parents; 3) Willing to be placed in Pangkalan Mahsyur Villange, Medan Johor Subdistrict Medan Munipality.

## **Data Collection Techniques**

The data source of this study was obtained from primary data and secondary data. Here is the explanation (Rahimi dkk., 2021).

## **Validity and reliability test**

### *Validity Test*

It is important to properly prepared research instruments with describe operational variables through validity testing. Validity is the truth between the data that occurs in the object of study (Pimentel dkk., 2020). Data in quantitative research, it must use valid data and reliable, performed on a sample close to the population. In this study using Pearson validity test (product moment). Pearson validity test (product moment) in accordance with research with data of the score and ordinal type. The pearson validity test (product moment) using sample 30. This technique for correlate the score of an item to the total of items in one other variable by using Pearson correlation(Wensley dkk., 2020).

*Reliability Test*

Reliability is the balance or consistency of respondents to answer the question of the question item which is the dimension of variables in the form of questionnaires. This study uses a reliability test Cronbach's Alpha. Where this reliability test in accordance with the decision data through questionnaires. The criterion of Cronbach's Alpha is if the value alpha  $> 0.70$  then construct the question which is a variable dimension it can be said to be reliable (Amin dkk., 2021).

**Data Analysis Techniques***Descriptive Analysis*

Descriptive research examines the problem, procedures apply, the situation in society related to attitudes, activities, ongoing views and influence of a phenomena that occur (Wicaksono dkk., 2023). This analysis is used to know the description and influence of the variable communication violence Verbal (X1), nonverbal communication violence (X2) and self-disclosure (Y1) with data collection is done by spreading questionnaire in five neighborhoods, Pangkalan Mahsyur village, Sub-District Johor, The City Of Medan.

*Hypothesis Test*

Hypothesis is a statement about the data and population used to examine the reasons for the statement. Statistical hypothesis it verifies a statement about the size of the population. If population is very large, very difficult for researchers to make measurements against population size. Therefore, researchers use enough sample to obtain sample statistics to be used for estimating population size (Górska-Warsewicz, 2020).

*Multiple Regression Analysis*

This analysis is used for research that has one variable dependent and more than one independent variable. Here's the equation multiple regression (Ginting dkk., 2022).

$$YY = aa + bb1 XX1 + bb2XX2+. . + e$$

Description :

Y = Self-Disclosure

a = Kontanta

b1 = variable coefficient X1

b2 = coefficient of variable X22

In using this analysis, the data must be normally distributed, free heteroscedasticity test and multicollinearity test.

**RESULT AND DISCUSSION**

This study was conducted on 370 teenagers aged 15-17 years in Pangkalan Mahsyur Village, Medan District Johor, Medan city through questionnaire and google form. This study conducted in the village youth Mahsyur base to produce results proportional. Research samples were distributed in five neighborhoods in the village Pangkalan Mahsyur namely environment VI, environment VII, environment XIII, Neighborhood XIV and neighborhood XV. This study obtained a general description of the respondents in the form of characteristics presented on the questionnaire is the age, place of residence, father's last Education, mother's last Education, father's work and mother's work. Each characteristic respondents have a value that affects in providing answers on research questionnaire. Based on the results of research conducted in adolescents ages 15-17 years old in Pangkalan Mahsyur Village, Medan Johor District, Kota Medan obtained the number of respondents as many as 370 people dominated by adolescents aged 17 years by 52.3%. Teenagers who fill out the questionnaire the majority live in the neighborhood XII Pangkalan Mahsyur village



by 23.6%. The majority of Education 127 the last respondent's father is Strata 1 (S1) as much as 46.1% while the level respondent's mother's last Education is high school (SMA) of 49,3%. Respondent's father's job is dominated by self-employed at 26.4% while the work of respondent's mothers dominated by housewives 42,1%.

In the research of Mahmud, Agustang, Adam, & Obie (2021), namely violence verbal communication can be influenced by parental education. How to the behavior of parents in educating is formed from the mindset that is made. Low education of parents is not able to set a good example in communicating. In fact, assume communication is not a system important in family and development. Violence of verbal communication and nonverbal parenting can also be influenced from the family economy. Parents do not can control the emotions derived from the pressure of work (Mahmud dkk., 2021). The following discussion based on research results found.

### **Effect Of Verbal Communication Violence Against Parents Youth self-disclosure in Pangkalan Mahsyur village, Sub-District Medan Johor, Medan City**

The percentage of parental verbal communication violence variable was 36.7%, with a very low category. Mothers are dominant in verbal communication violence, reaching 41%. The most dominant dimension was yelling (38.9%), with the most threatening items being rude or unpleasant (44.5%).

The dimension of giving negative labels or nicknames has a percentage of 35.9%, a very low category. The most items are parents consider the child does not perform with a percentage of 41.6%, including the child's self-abasement. Partially, there is an influence of violence of verbal communication of parents on the openness of adolescents. The magnitude of the effect of 4.9%, with a coefficient of determination (R) of 0.221.

Hypothesis testing with a value of 4.347 ttitung and ttable of 1.966. The test results showed that partially there is a significant influence of verbal communication violence on the openness of adolescents. Other factors such as physical violence, sexual violence, and family communication patterns can also affect adolescents' self-disclosure. Violent verbal communication can lead to excessive fear, low self-confidence, loneliness, and disruption of the relationship between the child and the parents. Children who are constantly subjected to verbal communication violence may experience fear, low self-confidence, and reduced harmonious relationships between children and parents. Positive verbal communication can promote the development of harmonious relationships in the family and minimize suffering.

Verbal communication violence eliminates feelings and can hinder the development of adolescents' self-disclosures in family communication. It is important to turn violent words into positive sentences that encourage and motivate the child. Other factors such as physical violence, sexual violence, and family communication patterns need to be considered as variables that affect adolescents' self-disclosure. The findings of the study are consistent with the results of previous studies showing that verbal communication violence can affect adolescent self-disclosure and behavior. It is important to create positive family communication, without verbal violence, to increase the adolescent's self-disclosures. Parents need to be aware of the impact of their words on the child and motivate the child with positive words.

### **Effect Of Nonverbal Communication Violence On Parents Youth self-disclosure in Pangkalan Mahsyur village, Sub-District Medan Johor, Medan City**

The percentage of parental nonverbal communication violence variable was 35.5%, with a very low category. Fathers were dominant in nonverbal communication violence, reaching 38.6%. The dimension of facial expressions has the highest percentage, especially when parents are angry with a percentage of 47.5%. Nonverbal communication includes all stimuli in a communication situation, whether intentional or not. A flushed face when angry can be a nonverbal expression to express annoyance and anger. Teenagers feel fear when parents are angry, especially through sharp and frightening looks. Nonverbal communication violence also occurs in the form of pinching the mouth when the teenager speaks, considered a rude act. The hitting dimension has a percentage of 30.1% with a very low category. Parents striking the adolescent's head is the dominant act of nonverbal communication violence.

Hypothesis t testing shows that nonverbal communication violence partially affects the openness of adolescents. The magnitude of the effect of 3.1%, with a coefficient of determination (R) of 0.177. Other factors not studied, such as violence of verbal communication by other objects (teachers, peers, or other family members), may affect the results of the study. Adolescent self-disclosure can also be influenced by external factors and the environment outside the family. Messages delivered nonverbally are more meaningful and can have a strong emotional impact. The violence of nonverbal communication can make teens feel worthless, unworthy of affection, and even numb. Nonverbal communication has an important role in shaping parent-child relationships. Touches and hugs can be symbols of calm and protection, giving a positive message to the child.

Nonverbal communication violence can make adolescents reluctant to open up to parents because they see the risks and negative impacts. Constantly engaging in negative nonverbal communication can lead to estrangement in family relationships. It is necessary to be careful in dealing with adolescents, especially those with mental sensitivity. The importance of turning negative nonverbal communication into positive to strengthen family relationships.

### **Influence of verbal and Nonverbal communication violence parents Against the self-disclosure of adolescents in the village of Pangkalan Mahsyur, District Of Medan Johor, Medan City**

The percentage of nonverbal communication violence by parents was 35.5% with a very low category. Fathers were dominant in nonverbal communication violence, reaching 38.6%. The dimension of facial expressions has the highest percentage (41.8%), with the most items when parents are angry, their face turns red (47.5%). Nonverbal communication is considered to be intentional or unintentional behavior that expresses emotions and has meaning. Respondents stated that parents express irritation and anger through reddened faces.

Respondents expect parents to respect each other's emotions and feelings, listen to advice, and provide space for opinions without verbal or nonverbal violence. Suggestions include taking time to chat, asking about activities, and creating comfort and safety in the family environment. states that when parents are outraged by the violence of nonverbal communication, adolescents feel fear and perceive it as a form of violence. Negative nonverbal communication can make teens not want to open up and feel insecure.

The results of the data show that verbal communication violence has a higher percentage than nonverbal communication violence. Regression analysis showed that both partially had a positive influence on the self-disclosure of adolescents. Hypothesis test showed that violence verbal and nonverbal communication simultaneously significantly affect the self-disclosure of adolescents. The

coefficient of determination showed that verbal and nonverbal communication violence contributed 5.1% to adolescent's self-disclosure.

Family communication, time spent together, and the family environment play an important role in the adolescent's self-disclosure. A less secure environment and exposure to violence can inhibit the openness of adolescents. The double correlation coefficient showed a low relationship between verbal, nonverbal communication violence, and adolescent self-disclosure. Self-disclosures is considered important for releasing emotions, preventing stress, and solving problems. Communication violence can hinder self-disclosure and make adolescents feel insecure. This study identifies the dimensions of nonverbal communication violence in more detail and highlights the need for preventive action and intervention in Pangkalan Mahsyur Village. Suggestions from respondents emphasized the importance of parental involvement, spending time together, and creating an environment that supports adolescent's self-disclosure. This study adds to the understanding of verbal and nonverbal communication violence in the context of adolescent self-disclosure, with relevance to previous research.

## CONCLUSION

This research has been done by sharing questionnaires and google form to adolescents aged 15-17 years in Pangkalan Mahsyur Village, Medan Johor Subdistrict, Medan City, North Sumatra Province. Data obtained for this study was processed using SPSS and obtained research results "The effect of verbal and Nonverbal communication violence against parents Self-disclosure of adolescents in Pangkalan Mahsyur Village, Medan District Johor, Medan City".

Violence verbal communication parents are in the category of very low with the highest dimension of snapping. The results showed that there is the influence of verbal communication violence against parents youth self-disclosure in Pangkalan Mahsyur Village, Medan District Johor, Medan City with a large influence of 4.9%. This means, there is a relationship of positive value with low categories.

Nonverbal communication violence of parents is in the very low category the highest dimension is facial expression. The results showed that the variable nonverbal communication violence there are parents the effect of nonverbal communication violence of parents on self-disclosure youth in Pangkalan Mahsyur Village, Medan Johor District, Kota Field with a large influence of 3.1%. This means, there is a relationship a positive value with a very low category.

The results obtained calculations simultaneously that there is influence violence of verbal and nonverbal communication against adolescent self-disclosure in Pangkalan Mahsyur Village, Medan Johor district, Medan City with a large influence of 5.1%. This means, there is a relationship positive value with low category.

## AUTHORS' CONTRIBUTION

Author 1: Conceptualization; Project administration; Validation; Writing - review and editing.

Author 2: Conceptualization; Data curation; In-vestigation.

Author 3: Data curation; Investigation.

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