

## **The Effectiveness of Twitter as an Interpersonal Communication Media Among Youth in Ambon City**

**Johanna Nahuway<sup>1</sup>, Olivia Tahalele<sup>2</sup>, Sandra I Telussa<sup>3</sup>**  
FISIP Pattimura University Ambon  
nahuway10@gmail.com<sup>1\*</sup>

### **ABSTRACT**

*Humans are social beings who need each other and can't live without others. Communications mainly of interpersonal communication is one requirement that can't be avoided. With a growing period, the communication can not only be done face to face, but can also be through the medium of communication. One of them is the internet. Twitter is one of the most popular online community, whose members are mostly teenagers can relate to each other to communicate. Twitter's popularity has extended throughout the world and attract the attention of many large communities of Indonesia. Interpersonal Communication Effective communication is needed in order to run well between the two parties. Therefore, research must be done in order to know the effectiveness Twitter as a medium of interpersonal communication among teenagers. By using descriptive quantitative methods, it can be seen that interpersonal communication through Twitter media among adolescents in Ambon city is effective.*

**Keywords:** *Effectiveness of Interpersonal Communication, Twitter, Media*

### **INTRODUCTION**

In line with the development of communication technology and the development of an increasingly complex and global society, especially the increasing difficulty of separating modern life from telecommunications, the function of communication is no longer just to fulfill information and entertainment needs, but is increasingly needed in various aspects of people's lives. Whether it is the industrial sector, trade, relations between countries, management, agriculture, inter-ethnic relations, environment, public health, family environment, government, social services, education and so on.

This multisectoral need has encouraged the birth of new specializations in the study of communication science, for example organizational communication, development communication, marketing communications, political communications, communication technology and so on. Communication technology is actually hardware (*hardware*) and software (*software*) in an organizational structure that supports social values, which allows each individual or group to collect, process and exchange information with other individuals or groups.

Communication technology then allows humans to see various social phenomena that are interrelated and influence each other. Awareness of the interconnectedness of various social phenomena in a broad sense will make people

understand that the entire contents of this earth are related. This understanding is very useful in reforming themselves, especially in dealing with an open society.

From the audience side, communication technology is used to search, process, share, store, compare and update information. It is not surprising that communication technology is central to the communication process. If an individual does not need information, of course he does not need communication technology. Conversely, if an individual needs a lot of information, then he needs sophisticated communication technology.

One of the great achievements of human civilization in the field of information and communication technology at the end of the 20th century was the discovery of the internet. Internet (*Interconnected Network*) is a global communication system that connects computers and computer networks around the world without recognizing territorial, legal and cultural boundaries, as a means of communicating and disseminating information. (Hendrawan Djoko, 2006)

Since the beginning of the internet has been present in the reality of human life, one of which is very exciting is activity *chatting*, starting from his epoch mIRC (*Internet Relay Chat*), ICQ (*I seek you*), until Yahoo! Messenger. As time goes by, the means of association via the internet continue to grow and social media emerges which are the new prima donna in the development of world media or social networks as they are familiarly called. Social media is considered to be a place for works, ideas, responses and even the media to express what is happening. Only by creating a personal account, users can get convenience in writing and publishing their works and responses to the public. This is the attraction of social media, when what is written can be read, understood and then get comments from other people. Some of these social networks include: Facebook, Twitter, Instagram, Path, Skype, and YouTube (<https://www.academia.edu>, 2020).

Compared to these social media, Twitter become the most used social media. Twitter quickly able to take the attention of the people of Indonesia, especially in adolescents. Twitter is a social media that comes with a different concept. Much of Twitter's content is personal where a person can share their stories, opinions, and activities with people whether they follow them or not.

With the facilities provided by Twitter This will facilitate interpersonal communication between users Twitter each other, where interpersonal communication is the process of sending and receiving messages between two people, or between a small group of people, with some effects and some instant feedback (Effendy, 2003). So it can be said that Twitter is the initial stage of communication that occurs, where there are not a few users Twitter who met late Twitter then get to know each other more personally not only through cyberspace but also in real life.

According to (Purwanto, 2006) that one of the goals of interpersonal communication is to foster motivation. Through interpersonal communication one

can motivate others to do good and positive things. Motivation is a strong urge from within a person to do something. Basically, a person tends to do something because he is motivated by other people in various ways, such as giving financial or non-financial incentives, such as giving recognition or work performance and giving awards to others. The communication process must be created and realized through the delivery and exchange of messages by communicators and communicants through the media Twitter conveyed in this way *chatting*, then there is a process of interpersonal communication.

Chosen Twitter as an object of research due to its popularity Twitter which has expanded to Indonesia where the average user Twitter are those aged 15-25 years, because at that age according to developmental psychologists, it is the middle adolescent age. A person in adolescence is in the process of breaking free from emotional dependence on close people in his life. Psychic functions are more stable and controlled. At this stage, adolescents have been able to express opinions and feelings with attitudes that are appropriate to the environment and emotional freedom. Middle adolescents already have good knowledge in receiving information and have a tendency to be excessively curious without a rational selection process, so the desire to realize the message captured in real action is so great. This is what gives rise to consumptive behavior in adolescents and early symptoms of the phenomenon of an instant adolescent lifestyle (<http://ilmupsikologi.wordpress.com>, 2009).

Ambon City is the capital of the Maluku province, which is known as the "province of a thousand islands", where most of its territory consists of large and small islands. In the city of Ambon itself, social media activities are carried out by teenagers as the media they use for their daily activities, where they are dominant using social media. Twitter in their social interactions with other users. The results of the researcher's direct observation of a number of teenagers (high school age) and the most visited or popular application is the media Twitter.

Ambon 1 Public High School was chosen as the research location because Ambon 1 Public High School is the most favorite State Senior High School in Ambon city, where students who are on average aged 15-18 years are known to be metropolitan, forward-thinking, sociable and accomplished. This is proven by the fact that some of the students become model students at the regional (provincial) and national levels. SMAN 1 Ambon is also a permanent Ambon-Australia student exchange high school until now. In addition, SMAN 1 Ambon is the only public high school in Maluku that was selected as a partner school for the German Government through the German Cultural Institute Goethe Institute (<http://beritasore.com/>, 2009).

Based on the results of interviews with several students that SMAN 1 Ambon also has a Computer Center that students can use to access the internet, besides that they also often access the internet via *cellphone* them.

A communication can be said to be effective if the individual succeeds in conveying what he intended (Pratikno, 1987). Therefore, researchers want to

examine the effectiveness Twitter as a medium of interpersonal communication for students of SMAN 1 Ambon, because Twitter has the goal of wanting to keep its members in touch with their friends, which is a form of interpersonal communication.

## **RESEARCH METHODS**

This research uses a descriptive quantitative research type (*descriptive research*). Quantitative method research can record as much data as possible from a large population (Bungin, 2001). The method used is method *survey* where this method dissects and skins as well as recognizes problems and obtains justification for the conditions and ongoing practices (Minister, 2009:59).

In this study, the population is teenagers in the city of Ambon. The number of samples to be taken is 257 people according to calculations using the Slovin formula. The data collection technique used is the method *questionnaire* (a list of questions). The questionnaire method is a series or list of questions that are arranged systematically, then sent to be filled in by the respondent. After being filled in, the questionnaire was sent back or returned to the officer or researcher (Bungin, 2005: 123).

In this study used descriptive data analysis techniques. The data analysis used is quantitative analysis, which uses the analytical method by calculating the frequency and percentage of each answer obtained through distributing questionnaires to respondents and then applying them through table visualization accompanied by a series of logical sentences describing the actual conditions based on theory.

## **RESULTS AND DISCUSSION**

### **Indicator Data Analysis**

#### **1. Disclosure Indicator**

Transparency is an attitude of being honest and open with one another. The quality of openness refers to three aspects, namely being open to the person you are interacting with, reacting honestly to incoming stimuli and recognizing that the feelings and thoughts expressed are indeed "belong" to oneself and are willing to be responsible for them.

A good and effective communication process is a communication process that is carried out between a communicator and a communicant by showing an attitude of openness in conveying the contents of the message. Because the attitude of openness is one of the conditions for effective communication that goes well and there is a common perception between the person giving the information and the person who will receive the information.

**Table 1**

Distribution of Respondents' Opinions About Their Openness in Providing Actual Information in Communicating at Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 14            | 5.4            |
| 2.            | Agree             | 222           | 86.4           |
| 3.            | Don't agree       | 19            | 7.4            |
| 4.            | Strongly Disagree | 2             | 0.8            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 4 above, it can be explained that adolescents' opinions about their attitude of openness in providing actual information when communicating with Twitter to their communication partners (communicants) that the majority of respondents have an attitude of openness in communicating, namely agreeing and strongly agreeing as many as 236 respondents or 91.8%. The large proportion of respondents who agree and strongly agree illustrates that communication goes through Twitter among adolescents have an attitude of openness in providing actual information when communicating.

This is in accordance with Devito's theory (1997) that interpersonal communication must be open to the people with whom it interacts, where there must be a willingness to open up and reveal information that is usually hidden. This theory is in line with what was stated by Sunarto's theory (2003) that interpersonal communication is usually in an atmosphere of "closeness" or tends to require intimacy. To lead to an atmosphere of closeness or familiarity, of course, both parties, namely the communicator and communicant, must have the courage to open their hearts, ready to accept the other party's candor. So for communication to run effectively, the communicator must provide actual information in communicating through Twitter.

**Table 2**

Distribution of Respondents About Their Openness in Talking about Personal Problems at Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 47            | 18.3           |
| 2.            | Agree             | 94            | 36.5           |
| 3.            | Don't agree       | 101           | 39.3           |
| 4.            | Strongly Disagree | 15            | 5.9            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 5 data, it can be explained that adolescents' opinions about their openness in discussing personal problems through Twitter to the interlocutor (communicant) that the majority of respondents said they did not agree and strongly disagreed as many as 116 respondents or 45.2%. The large proportion of respondents who disagree and strongly disagree gives an illustration that communication goes through Twitter among adolescents do not yet have an attitude of openness, especially in discussing personal problems when communicating, but regarding issues that are not personal problems, respondents are always open to their communication partners.

According to Gamble's theory (2005) that openness is the desire or willingness of each individual to disclose or tell all information about himself. This is because the contents of messages from openness are usually statements from individuals about themselves that will make them disliked and even something that is hidden so that other individuals do not know.

**Table 3**

Distribution of Respondents About Their Openness in Being Critical and Responsive in Communicating in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 22            | 8.6            |
| 2.            | Agree             | 171           | 66.5           |
| 3.            | Don't agree       | 61            | 23.8           |
| 4.            | Strongly Disagree | 3             | 1.1            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 6 data, it can be explained that adolescents' opinions about their openness in being critical and responsive when communicating through Twitter to the interlocutor (communicant) that the majority of respondents said they agreed and strongly agreed as many as 193 respondents or 75.1%. According to Devito (1997) that the quality of openness refers to the willingness of communicators to react honestly to incoming stimuli. People who are silent, uncritical and unresponsive are generally boring conversation participants. So the important thing in open communication is to show a critical and responsive attitude when communicating.

**Table 4**

Distribution of Teenagers' Opinions About the Attitude of the Openness of the Interlocutor When Communicating in Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 74            | 28.8           |
| 2.            | Agree          | 152           | 59.1           |
| 3.            | Don't agree    | 31            | 12.1           |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on table 7 data, it can be explained that adolescents' opinions about the openness of the interlocutor (communicant) when communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 226 respondents or 87.9%. The large proportion of respondents who agree and strongly agree illustrates that communication goes through Twitter among teenagers Twitter have an attitude of openness between the two parties (communicators and communicants) when communication runs dialogically.

According to Sunarto (2003) that interpersonal communication usually takes place reciprocally. One characteristic of interpersonal communication is the existence of alternating reciprocity, namely giving and receiving information between communicators and communicants alternately, so as to create a dialogical atmosphere. This is in line with Devito's opinion (1997) that we want people to react openly to what we say, and we have the right to expect this.

**Table 5**

Respondents Experiencing Disagreement when Communicating on Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 59            | 23.0           |
| 2.            | Agree             | 134           | 52.1           |
| 3.            | Don't agree       | 60            | 23.3           |
| 4.            | Strongly Disagree | 4             | 1.6            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 8 data, it can be explained that adolescent opinions when experiencing disagreement when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 193 respondents or 75.1%. The large proportion of respondents who agree and strongly agree illustrates that communication goes through Twitter Among adolescents always experience disagreement when communicating.

According to Liliweri (1992) that interpersonal communication often results in a planned or unplanned outcome. This is in line with the opinion of Devito (1997) that there is nothing worse than indifference, even disagreement is much more fun. We pay attention to openness by reacting spontaneously to others. So with disagreements in communicating, the communication that occurs is open.

**Table 6**

Distribution of Adolescent Opinions About the Expression of Feelings and Thoughts to Communication Opponents in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 42            | 16.3           |
| 2.            | Agree             | 161           | 62.7           |
| 3.            | Don't agree       | 48            | 18.7           |
| 4.            | Strongly Disagree | 6             | 2.3            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 9 data, it can be explained that adolescents' opinions about their openness when expressing feelings and thoughts to their communication partners when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 203 respondents or 79%. One of the qualities of openness is regarding the "ownership" of feelings and thoughts. Being open in this sense is acknowledging that the feelings and thoughts you express are indeed your own, and you are responsible for them (Devito, 1997).

**Table 7**

Distribution of Adolescent Opinions About Openness in Giving and Receiving Criticism and Suggestions Freely Through Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 76            | 29.6           |
| 2.            | Agree          | 155           | 60.3           |
| 3.            | Don't agree    | 26            | 10.1           |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on table 10 data, it can be explained that adolescents' opinions about openness in giving and receiving criticism freely to their communication partners when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 231 respondents or 89.9%.



According to Sunarto (1997:13) that interpersonal communication is usually in an atmosphere of closeness or tends to require intimacy. This opinion is in line with what was said by Wright (2002:17) that closeness to other people requires openness, ease of receiving suggestions and criticisms as well as transparency. This shows that openness can be done by communicating honestly and openly and not hiding things, transparency or giving and receiving opinions, criticisms and suggestions openly and freely.

## 2. Empathy Indicator

Empathy is a person's ability to 'know' what another person is experiencing at a certain moment, from that other person's point of view, through that other person's point of view. Empathizing is feeling something like the person who experienced it. Empathic people are able to understand the motivations and experiences of others, their feelings and attitudes, and their hopes and desires for the future. The following table represents the attitude of the respondents' empathy when communicating through Twitter among teenagers.

**Table 8**

Distribution of Respondents About the Ability to Understand the Motivation and Experience of the Interlocutor in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 13            | 5.0            |
| 2.            | Agree             | 189           | 73.6           |
| 3.            | Don't agree       | 50            | 19.4           |
| 4.            | Strongly Disagree | 5             | 2.0            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 11 data, it can be explained that adolescents' opinions about their empathy in understanding the motivations and experiences of their communication partners when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 202 respondents or 78.6%. According to Henry Backrack (1976) that empathy is an individual's ability to know what another individual is experiencing at a certain moment, identify oneself from the point of view and through the eyes of another individual. This opinion is in line with the opinion of Devito (1997: 260) that empathic individuals are able to understand the motivations and experiences of other individuals, feelings and attitudes, as well as the hopes and desires of other individuals for the future.

**Table 9**

Distribution of Adolescent Opinions About the Ability to Understand the Feelings and Attitudes of the Other Person's Conversation in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 8             | 3.1            |
| 2.            | Agree             | 204           | 79.4           |
| 3.            | Don't agree       | 44            | 17.1           |
| 4.            | Strongly Disagree | 1             | 0.4            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 12 data, it can be explained that adolescents' opinions about their empathetic attitude in understanding the feelings and attitudes of the other person when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 212 respondents or 82.5%. According to Jerry Authier and Kay Gustafson in Devito (1997: 261) that to assume empathy verbally can be done by self-disclosure related to the events and feelings of the individual to communicate understanding and understanding of what the individual is experiencing. So by understanding the feelings and attitudes of our interlocutor through communication Twitter then the communication that occurs will be empathic.

**Table 10**

Distribution of Adolescent Opinions About the Ability to Understand the Expectations and Desires of the Interlocutor in Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 13            | 5.0            |
| 2.            | Agree          | 193           | 75.1           |
| 3.            | Don't agree    | 51            | 19.9           |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on table 13 data, it can be explained that adolescents' opinions about their empathy are in their ability to understand the hopes and desires of the other person when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 206 respondents or 80.1%.

Empathic individuals are able to understand the motivations and experiences of other individuals, feelings and attitudes, as well as the hopes and desires of other individuals for the future. Empathic understanding will make an individual more able to adjust his communication. Adjusting what he said or how he said it (Devito,

1997:260). So that by understanding the hopes and desires of the other person in communication Twitter empathic communication will occur.

**Table 11**

Distribution of Adolescent Opinions About the Ability to Put Yourself in the Opposite Person's Position When Communicating in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 11            | 4.3            |
| 2.            | Agree             | 219           | 85.2           |
| 3.            | Don't agree       | 26            | 10.1           |
| 4.            | Strongly Disagree | 1             | 0.4            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 14 data, it can be explained that adolescents' opinions about their empathy are in the ability to put themselves in the other person's position when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 230 respondents or 89.5%. According to Devito (1997: 261) that one of the steps to achieve empathy is to try to feel what other people feel from their point of view. Playing other people's roles in our minds or even saying them out loud. This can help us see the world more closely to what that person sees.

### 3. Supportive Attitude Indicator

Supportive attitude can be done by being (1) descriptive, not evaluative, (2) spontaneous, not supportive and (3) provisional, not very sure. So the attitude of support in communication is how we respond to the support of our communication partners by trusting and building communication relationships that form a common perception in conveying messages.

**Table 12**

Distribution of Adolescent Opinions About the Attitude of Not Giving an Assessment of the Other Person (Good/Bad Behavior) Through Communication in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 49            | 19.0           |
| 2.            | Agree             | 134           | 52.1           |
| 3.            | Don't agree       | 59            | 23.0           |
| 4.            | Strongly Disagree | 15            | 5.9            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 15 data, it can be explained that adolescents' opinions about their attitudes do not provide an assessment of the other person, for example good/bad behavior, right/wrong when communication takes place through Twitter, most of the respondents said they agreed and strongly agreed as many as 183 respondents or 71.1%.

According to Devito (1997:261) that one way to show support is by being descriptive. Communicating descriptively means not labeling individuals whether the behavior is good or bad, right or wrong, and not criticizing other people for changing their behavior, but only reporting simply or making questions about what has been seen, heard or felt (Gamble, 2005:267).

**Table 13**

Distribution of Adolescent Opinions About Perceptions of Communication Through Twitter As a request for information or description regarding a particular event

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 16            | 6.2            |
| 2.            | Agree             | 184           | 71.6           |
| 3.            | Don't agree       | 53            | 20.7           |
| 4.            | Strongly Disagree | 4             | 1.5            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 16 data, it can be explained that adolescents' opinions about the perception of communication through Twitter as a request for information or a description of a particular event, the data shows that the majority of respondents said they agreed and strongly agreed as many as 200 respondents or 77.8%. The large proportion of respondents who agree and strongly agree illustrates that communication goes through Twitter Among adolescents, they show a good supportive attitude in the perception of communication by informing or describing a certain incident freely and openly.

According to Devito (1997:261) that one way to show support is to be descriptive. An atmosphere that is descriptive and not evaluative helps create a supportive attitude. Perceiving a communication as a request for information or a description of a particular event will make individuals not feel it as a threat, because it does not require self-defense.

**Table 14**

Distribution of Teenagers' Opinions About Open and Empathic Communication to the Opponents at Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 74            | 28.8           |
| 2.            | Agree          | 132           | 51.4           |
| 3.            | Don't agree    | 51            | 19.8           |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on table 17 data, it can be explained that adolescents' opinions about communication that are open and empathetic with their communication partners when communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 132 respondents or 51.4%.

According to Jack Gibb in Devito (1997: 261) that effective interpersonal relationships are relationships where there is a supportive attitude (*supportiveness*). Open and empathetic communication cannot take place in an unsupportive environment. This is in line with the opinion of Toni Brougher (1982) in *A Way With Words*, that there are three rules in descriptive communication, namely (1) Explain what happened, (2) Explain how you feel, and (3) Explain how this relates to the person you are talking to (Devito, 1997:262). Thus, in conducting open and empathic communication, a supportive attitude will emerge.

**Table 15**

Distribution of Adolescent Opinions about Spontaneous Attitudes in Communicating in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 78            | 30.3           |
| 2.            | Agree             | 171           | 66.5           |
| 3.            | Don't agree       | 7             | 2.8            |
| 4.            | Strongly Disagree | 1             | 0.4            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 18 data, it shows that adolescents' opinions about spontaneous attitudes in communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 249 respondents or 96.8%. The large proportion of respondents who agree and strongly agree illustrates that communication goes through Twitter among adolescents shows a good supportive attitude in showing

attitudes spontaneously in communication with their communication partners in Twitter.

Interpersonal communication usually occurs spontaneously and without any purpose in advance. This means that interpersonal communication usually occurs by chance without a plan, so that the conversation occurs spontaneously (Sunarto, 2003:13). This income is in line with Devito (1997:267) that the spontaneous style helps create a supportive atmosphere. Individuals who are spontaneous in their communication usually react in the same way, namely frankly and openly.

**Table 16**

Distribution of Respondents on Being Frank and Open in Expressing Thoughts when Communicating in Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 83            | 32.3           |
| 2.            | Agree          | 115           | 44.7           |
| 3.            | Don't agree    | 59            | 23.0           |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on table 19 data, it shows that adolescents' opinions about being forthright and open in expressing thoughts when communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 198 or 77% of respondents. According to Devito (1997: 262) that people who are frank and open in expressing their thoughts usually react frankly and openly. On the other hand, if there is a feeling that an individual is hiding his true feelings (has a hidden plan or strategy), other individuals will react by definition. So by being frank and open in expressing his thoughts in communications on Twitter, then a supportive attitude in communication will occur.

**Table 17**

Distribution of Respondents on Open-Mind and Willingness to Hear Opposing Views when Communicating in Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 56            | 21.8           |
| 2.            | Agree             | 159           | 61.9           |
| 3.            | Don't agree       | 31            | 12.0           |
| 4.            | Strongly Disagree | 11            | 4.3            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 20 data, it shows that the respondents' opinions are about being open-minded and willing to hear opposing views and are willing to change positions if circumstances require when communicating through Facebook most of the respondents said they agreed and strongly agreed as many as 215 respondents or 83.7%. According to Devito (1997: 262) that one way to show support is with an attitude of professionalism. Being professional is being tentative (temporarily) and open-minded and willing to hear opposing views and willing to change positions if circumstances warrant. It's professionalism, not unwavering faith, that helps create an atmosphere of support.

#### 4. Positive Attitude Indicator

A positive attitude can be done in two ways, namely by expressing a positive attitude and positively encouraging the people we interact with. To manifest a positive attitude, a person must have a positive attitude towards themselves and positive feelings in a communication situation. A positive attitude can be realized more if you get encouragement from others. The table below will show the positive attitude of the communication partner when communicating through Twitter.

**Table 18**

Distribution of Respondents on Positive Attitudes to Interlocutors when Communicating in Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 95            | 37.0           |
| 2.            | Agree          | 153           | 59.5           |
| 3.            | Don't agree    | 9             | 3.5            |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on the data table 21 shows that the respondents' opinion about a positive attitude to the other person when communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 248 respondents or 96.5%. The large number of respondents who agree and strongly agree illustrates that communication goes through Twitter Among adolescents, they show a very good positive attitude by showing positive behavior towards their communication partners Twitter. According to Devito (1997: 262) that interpersonal communication is fostered if people have a positive attitude towards themselves will signal these feelings to others, which in turn will also reflect these positive feelings. By being positive towards yourself and others will make the interaction of each party more enjoyable.

**Table 19**

Distribution of Respondents on Ability to Overcome Problems Even Facing Failure  
When Communicating in Twitter

| No            | Category          | Frequency<br>(F) | Percentage<br>(%) |
|---------------|-------------------|------------------|-------------------|
| 1.            | Strongly agree    | 23               | 8.9               |
| 2.            | Agree             | 223              | 86.8              |
| 3.            | Don't agree       | 10               | 3.9               |
| 4.            | Strongly Disagree | 1                | 0.4               |
| <b>Amount</b> |                   | <b>257</b>       | <b>100</b>        |

Based on table 22 data, it shows that adolescents' opinions about the ability to overcome problems even though they face failure when communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 246 respondents or 95.7%. According to Devito (1997:263) that positive feelings for communication situations in general are very important for effective interactions. It is very unpleasant to communicate with individuals who do not enjoy conversation or do not react in situations or interactions. A negative reaction to this situation will make the individual feel disturbed and the communication that occurs will be cut off. So by having the ability to overcome problems even though facing failure when communicating through Twitter has shown a positive attitude.

**Table 20**

Distribution of Respondents about Communication Situation (Enjoying  
Communication) in Twitter

| No            | Category       | Frequency<br>(F) | Percentage<br>(%) |
|---------------|----------------|------------------|-------------------|
| 1.            | Strongly agree | 68               | 26.4              |
| 2.            | Agree          | 182              | 70.8              |
| 3.            | Don't agree    | 7                | 2.8               |
| <b>Amount</b> |                | <b>257</b>       | <b>100</b>        |

Based on table 23 data, it shows that adolescents' opinions about communication situations are enjoyed when communicating through Twitter most of the respondents said they agreed and strongly agreed as many as 250 respondents or 97.2%.

One of the goals of interpersonal communication is to play and have fun. Play includes all activities whose main purpose is pleasure. Talking with friends about our activities or telling stories in general, that is a conversation to pass the time. By doing such interpersonal communication can provide an important balance in the mind that requires relaxation from all the seriousness in our environment (Muhammad,



1998:165). Meanwhile, according to Devito (1997: 262) that by having a positive attitude towards themselves, individuals will enjoy the communication they do, because people who feel positive about themselves will signal these feelings to others, who in turn will also reflect these positive feelings.

**Table 21**

Distribution of Adolescent Opinions About the Attitude of Giving Positive Encouragement in the Form of Compliments to the Interlocutor at Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 84            | 32.7           |
| 2.            | Agree          | 163           | 63.4           |
| 3.            | Don't agree    | 10            | 3.9            |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on table 24 data, it shows that adolescents' opinions about attitudes give positive encouragement in the form of praise to the other person when communicating in Twitter most of the respondents said they agreed and strongly agreed as many as 247 respondents or 96.1%.

According to Devito (1997: 263) that behavior encourages respect for the existence and importance of other people. This behavior is contrary to indifference. This encouragement can be verbal, for example by saying "I like you". Positive reinforcement generally takes the form of praise or appreciation, and consists of behaviors we normally expect, enjoy and are proud of. Thus in giving praise to the opponent through communication Twitter, indirectly is a form of positive attitude.

### 5. Equality Attitude Indicator

Equality is the same as equal or balanced. Communication will be effective if the atmosphere is equal, where there should be a tacit acknowledgment that both parties are equally valuable and valuable and that each party has something important to contribute. The following table will show the attitude of equality in balance in communicating through Twitter among teenagers.

**Table 22**

Distribution of Respondents on Equal Communication Atmosphere (Balance in Communication) at Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 51            | 71.2           |
| 2.            | Agree          | 183           | 19.8           |
| 3.            | Don't agree    | 23            | 9.0            |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on the data in Table 15, it shows that adolescents' opinions about the atmosphere of communication show a balance between communicators and communication when communicating in Twitter most of the respondents said they agreed and strongly agreed as many as 234 respondents or 91%. According to Devito (1997:263) that interpersonal communication will be more effective if the atmosphere is equal. This means that there must be a tacit acknowledgment by both parties (communicators and communicants) that they are equally valuable and valuable.

**Table 23**

Distribution of Respondents on Attitudes that Don't Show Feelings Who's Better at Communicating at Twitter

| No            | Category          | Frequency (F) | Percentage (%) |
|---------------|-------------------|---------------|----------------|
| 1.            | Strongly agree    | 81            | 31.5           |
| 2.            | Agree             | 147           | 57.2           |
| 3.            | Don't agree       | 23            | 9.0            |
| 4.            | Strongly Disagree | 6             | 2.3            |
| <b>Amount</b> |                   | <b>257</b>    | <b>100</b>     |

Based on table 16 data, it shows that the opinion of adolescents about the atmosphere of communication that does not show feelings between the communicator and the communicant, who is better when communicating in Twitter most of the respondents said they agreed and strongly agreed as many as 228 respondents or 88.7%.

In every situation there will be inequality. One person may be smarter, richer, more handsome or beautiful, or more athletic than the other. Because there are never two individuals who are truly equal in all respects. Interpersonal communication will be more effective if the atmosphere is equal (Devito, 1997:263). So in this way there is no feeling that one is better than the other, but there will be equality between the two parties.

**Table 24**

Distribution of Respondents on Attitudes that Will Accept the Other Person as a Friend in Communicating in Twitter

| No            | Category       | Frequency (F) | Percentage (%) |
|---------------|----------------|---------------|----------------|
| 1.            | Strongly agree | 36            | 14.0           |
| 2.            | Agree          | 204           | 79.4           |
| 3.            | Don't agree    | 17            | 6.6            |
| <b>Amount</b> |                | <b>257</b>    | <b>100</b>     |

Based on the data in Table 17, it shows that the opinions of adolescents about communication situations show an attitude that is willing to accept the interlocutor as a friend when communicating in Twitter most of the respondents said they agreed and strongly agreed as many as 240 respondents or 93.4%.

In an interpersonal relationship marked by equality, disagreements and conflicts are seen more as attempts to understand the differences that must exist than as opportunities to subdue the other party. Equality does not require us to accept and approve all verbal and non-verbal behavior of other parties. Equality means we accept other parties, or according to Carl Rogers' term, equality asks us to give "unconditional positive appreciation" to others (Devito, 1997:264).

**Table 25**

Distribution of Respondents on Attitude Recognizes that Each Party Has Something Important to Contribute when Communicating on Twitter

| No | Category       | Frequency (F) | Percentage (%) |
|----|----------------|---------------|----------------|
| 1. | Strongly agree | 87            | 33.8           |
| 2. | Agree          | 150           | 58.4           |
| 3. | Don't agree    | 20            | 7.8            |
|    | <b>Amount</b>  | <b>257</b>    | <b>100</b>     |

Based on table 18 data, it shows that adolescents' opinions about communication situations show an attitude of recognizing that each party has something important to contribute when communicating in Twitter most of the respondents said they agreed and strongly agreed as many as 237 respondents or 92.2%. According to Devito (1997:263) that in every situation there will be inequality. There have never been two individuals who were truly equal in anything. Interpersonal communication will be more effective if the atmosphere is equal. This means that there must be a tacit acknowledgment that both parties are equally valuable and valuable, and that each party has something important to contribute.

**Table 26**

Distribution of Respondents About Attitudes That Do Not Show Degree Differences With Communication Opponents When Communicating on Twitter

| No | Category          | Frequency (F) | Percentage (%) |
|----|-------------------|---------------|----------------|
| 1. | Strongly agree    | 64            | 24.9           |
| 2. | Agree             | 168           | 65.4           |
| 3. | Don't agree       | 19            | 7.4            |
| 4. | Strongly Disagree | 6             | 2.3            |
|    | <b>Amount</b>     | <b>257</b>    | <b>100</b>     |

Based on table 19 data, it shows that adolescents' opinions about communication situations that show attitudes that do not show differences in degrees with the other person when communicating in Twitter most of the respondents said they agreed and strongly agreed as many as 232 respondents or 90.3%. In every situation there will be inequality. One person may be smarter, richer, more handsome or beautiful, or more athletic than the other. Because there are never two individuals who are truly equal in all respects. Interpersonal communication will be more effective if the atmosphere is equal (Devito, 1997:263). So with equality, there is no difference in degree between the two parties (communicators and communicants).

***Analysis of Interpersonal Communication Effectiveness Through Twitter Media***

Analysis of the effectiveness of interpersonal communication through the media Twitter is to process data in the form of frequency tables.

**Table 27**

Typing Group

| Group       | Information      |
|-------------|------------------|
| 1 - 2,33    | Ineffective      |
| 2,34 - 3,67 | Effective enough |
| 3,68 - 5    | Effective        |

To see the accumulated results of the scores for each indicator and the data analysis will be illustrated as the data in the following table:

**Table 28**

Final Results of Indicator Data Processing

| Indicator 1 | Indicator 2 | Indicator 3 | Indicator 4 | Indicator 5 | Total |
|-------------|-------------|-------------|-------------|-------------|-------|
| 3.76        | 3.68        | 3.82        | 4.18        | 4.06        | 3.898 |

Based on the results of data analysis in table 22 above, it shows that the final results of each indicator are on a scale. This means that interpersonal communication through the media Twitter "Effective", where the results of each indicator get a good response on average above 3.75. Thus interpersonal communication that occurs through Twitter takes place effectively, where adolescents are open and show a sense of empathy in communicating and providing support and a positive attitude towards their communication partners Twitter. In addition, teenagers in the city of Ambon feel that there is no difference between themselves and their communication partners, which shows equality with their communication partners Twitter.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the accumulated value of the effectiveness of interpersonal communication indicators through the media Twitter it is concluded that:

1. The attitude indicator of openness obtains a value of 3.76. This shows that in communicating through Twitter, teenagers are open and honest to their communication partners.
2. The empathy attitude indicator obtained a value of 3.68. This shows that teenagers show empathy for their communication partners Twitter.
3. Supportive attitude indicators obtained a value of 3.82. This shows that even though the communication is done through the media Twitter, the members can still provide support to their communication partners.
4. The positive attitude indicator obtained a value of 4.18. This shows that teenagers enjoy communication through Twitter as well as being positive and positive thinking in communication.
5. The equality indicator gets a value of 4.06. This shows that teenagers feel they are equal to their communication partners Twitter.

From the sum of the results on the value of each indicator above, a score of 3,898 is obtained, it can be said that interpersonal communication through the media Twitter among adolescents is effective. Where teenagers can be open and empathetic in communicating and can provide support and be positive and feel equality towards their communication partners.

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