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Communication Styles of Single Parent for Gen Z in Kisaran

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ABSTRACT

This research aims to analyze communication styles and communication barriers that occur between Single parent and Gen Z in the city of Kisaran. The informants in this research are Single parent who live in the city of Kisaran and have children from Gen Z. This research was conducted using a qualitative approach with descriptive methods. The theory used in this research is communication styles and barriers which were coined by J.A Waters and Joseph de Vito to analyze the process of communication styles and communication barriers that occur between Single parent and Gen Z children. The number of informants in this research to achieve saturated data is seven informants divided into two categories, five main informants and two triangulation informants. Data collection techniques were carried out using in-depth interviews and observation. The results of the research show that the communication style used by Single parent is an assertive communication style, parents are more active in communicating first and try to actively communicate with their children. Communication barriers that occur between Single parent and Gen Z children are physiological barriers, namely disturbances that occur in the communication process due to the physical or biological conditions of the individuals involved, such as visual disturbances from Single parent, and semantic barriers, disturbances that occur in the communication process due to differences. the meaning or interpretation of the words and symbols used such as language differences between parents and their children

INTRODUCTION

The family is the smallest unit or basic social institution of all other social institutions or institutions. The family is a universal human need and is the most important center of activities in individual life and community life. Every individual starts from the family social system, before entering a larger social system, namely society, then returns to the family social system. Therefore, the system of values and norms that apply in family life is the main and first factor in shaping an individual's personality. In general, a family consists of a father, mother, and children. Father and mother act as parents to their children. However, in real life, families are often found where one of the parents is absent. This situation can be called a single-parent family (Sundari, 2023).

A single parent is a situation where a person occupies two statuses at once, as a mother or father which is a natural position. A single parent is a single parent who is left by his life partner either because they are separated, divorced or died and then decides not to marry but to raise their children alone.

Surya Kusuma explained that single parents are a term that is very familiar to some people, in simple terms, single parents are single parents who play a dual role in raising a child. Can act as both a father and a mother. Parents who are without a partner spend their time or their entire life caring for their children alone. Common problems that a single parent may have to face are economic problems, having to take care of everything themselves, raising and educating their own children without any help from others.

Single parents usually feel more pressured than intact parents as parents. The competence of these parents can later affect how parents raise their children. The difference between an intact family and a single parent family, there is a dual role that must be played by single parents. This situation is what causes problems in carrying out child care.

Kisaran City is an area located in the province of North Sumatra, as well as being the capital of Asahan Regency. The capital of Asahan Regency was moved from Tanjung Balai to Kisaran City on May 20, 1968, with the reason to increase the efficiency and effectiveness of government administration due to its strategic location. Kisaran

covers two sub-districts, namely West Kisaran City and East Kisaran City.

The phenomenon of divorce can be seen in the lives of Indonesian people, especially in North Sumatra Province. Data from the Central Statistics Agency (BPS) of North Sumatra Province shows that the divorce rate in Asahan Regency in 2021 was 7,289 people and the number of divorce certificates was 5,766. Based on these data, Asahan Regency is in fourth place with the coverage of divorced couples until 2021. This makes Kisaran City one of the cities with the fourth largest single parent data after Medan City, Deli Serdang Regency, and Langkat Regency.

This is a concern that researchers then want to develop to raise research on the communication style that occurs between single parents and their children who come from Gen Z. Researchers do not only look at BPS data but because researchers come from the city, where indirectly researchers have seen the character of the people in the city of Kisaran. Seeing the many cases of divorce in the city of Kisaran is the reason researchers want to look deeper and see the relationship between single parents and children, especially in the communication style they do. Communication is the process of conveying a message by one person to another to inform or to change attitudes, opinions or behavior either directly or indirectly. "(Effendy, 2008). Communication is also a process in which two or more people form or exchange information between each other, which in turn results in deep mutual understanding. Communication can occur because both parties respond to a message process which eventually becomes a source of information. Communication has the aim of building or creating mutual understanding or understanding. Understanding and understanding each other does not mean having to agree but maybe with communication there is a change in attitude, opinion, behavior or social change. In communicating a person cannot be separated from their communication style.

Communication style can be seen from how a communicator uses language, word choice, rhetoric, and uses his body language. As expressed by Sidik Suhada, a media and television journalist, that "language shows a nation. A person's identity and self-image in the eyes of others are also influenced by how he communicates. In addition, the choice of

words, terms and intonation (voice pressure). All will be able to reflect the identity and self-image of a person who is speaking (sidikusuhada.blogspot.com).

Each communicator has a different communication style. Communication style can also follow conditions and situations so that each individual can have several types of communication styles. Especially when someone is going to market their products, either goods or services, of course, communication style is something that is also thought through carefully considering the effects caused when people see it. Of course, the communication style that is expected can captivate the hearts of the public to use the products or services offered.

Communication style has quite a lot of types, one of which is that communicators choose to use the right communication style so that in conveying messages they get a good response and the things they want to convey are channeled properly. The selection of inappropriate communication style creates a bad image in the minds of the public about the goods or services offered. One of them is the communication style that occurs between parents and children. In a family, family members are part of a system, in this case between one individual and another there is a relationship, interconnected, need each other and complement each other.

Parents and children are a family bond that cannot be separated and is eternal. The family has a relationship that tends to be intimate between its members. Not only blood ties, families also have forms of interpersonal communication that play an important role in the development process of the lives of its members, for example the role of interpersonal communication in the development of adolescents who are considered to require a lot of attention from all family members.

Communication style can also be interpreted as a special behavioral tool used in certain situations and conditions with a balance between formal behavior and casual behavior in conversation. Formal communication methods use structured language, are less verbal, and personal, rarely use inappropriate jokes and more organized emotions. The communication style that occurs between parents and children can certainly vary, such as the communication style between children and their father and mother can also be different. Moreover,

communication style can also determine a person's self-concept. (Pratiwi 2017 : 377)

The communication style that occurs between parents and children is of course inseparable from communication barriers. The processes of communication usually have obstacles. This causes the message delivery process not to run well and effectively. So that the message that the communicator wants to convey is not well received by the communicant. The obstacles in the communication process usually cause misunderstandings between the communicator and the communicant or are commonly called miscommunication (Yudha, 2019)

Communication barriers are all forms of interference that occur in the process of delivering and receiving a message from one individual to another caused by environmental factors or physical and psychological factors of the individual himself. Communication barriers themselves can come from all individuals and all groups, because a message can be said to be ineffective due to obstacles in the communication process itself. So from the explanation above, it can be assumed that communication style and communication barriers can be very important factors in the communication process between parents and children, especially in the current generation Z.

Generation Z is a generation born between 1995 and 2010. Some of them are entering the adolescent and early adult development phase. Generation Z itself grew up after touching the internet where the digital world developed rapidly. Gen Z is a group of individuals who experience the same historical and sociocultural context at a certain stage of development.

Generation Z is known as the digital native generation who have been familiar with technology such as gadgets since childhood. This generation is also able to express their identity both in real and virtual environments. The ability to collaborate and co-create is one of the advantages of the younger generation of the millennial generation. Generation Z teenagers receive socialization of values from various parties because of the sophistication of the digital world. In short, socialization can be interpreted as a process in which individuals adapt and internalize the values, norms, habits and behaviors of social groups.

According to Berns (2013), values are qualities or beliefs that are seen as something important that guides behavior in everyday life. There are, at least, ten values that apply universally, namely tradition, conformity, security, policy, universalism, power, achievement, hedonism, stimulation, and self-direction. Through the rapid development of the era, it is not surprising that everything is easily accessible, generation Z is also required to be media literate so that they can do things independently. Therefore, does Gen Z influence individual character in receiving communication stimuli from their own parents, especially single parents, where the influence of single parent attention can be different in the formation of individual character in terms of interacting, socializing, behaving and receiving messages, even many issues circulating say that generation Z is now easily offended when interacting or commonly known as baper or "carry feelings", in contrast to previous generations who can control emotions better, an explanation of generation Z was put forward by (Santrock, 2018. Lyons & Kurons, 2013. Roberts et al., 2014, Gentina, 2020. Perez-Falkner, 2013 & Schwartz, 2012). Generation Z is also said to be the strawberry generation. More and more terms are emerging to describe certain conditions and phenomena. People more often use certain terms to refer to something to make it easier to remember. These terms can also be used to describe people or generations. Previously there was the term sandwich generation. The sandwich generation itself is a generation that bears the burden of three generations, namely parents, themselves, and children. Because it is sandwiched between parents and children, it is likened to a layer of bread, so it is called the sandwich generation. The sandwich generation occurs in men and women aged 30-40 years. However, some also mention 30-50 years (tempo.co, 2023)

In addition to the sandwich generation, the term strawberry or strawberry generation has now emerged. As the name suggests, this generation is likened to strawberries. Actually, the term this generation does not refer to something good. The strawberry generation originally appeared in Taiwan and was intended for a new generation that was soft like strawberries. The choice of strawberries to refer to this new generation was also because the fruit looked beautiful and exotic but

when stepped on or pressed it would be easily crushed (tempo.co, 2023)

Prof. Rhenald Kasali in his book and online lectures that were once conducted via YouTube streaming once defined the strawberry generation. According to him, the strawberry generation is a generation full of creative ideas but gives up easily and gets sick easily

METHODS

This study uses a constructivist paradigm with a qualitative approach. The reason for using this paradigm is because the constructivist paradigm is a paradigm that views that a reality occurs because it is built. The constructivist paradigm is a paradigm that is almost the antithesis of the understanding that places observation and objectivity in finding a reality or science (Kriyantono, 2017). Constructivism is used to understand reality based on things outside of general conditions and to look for things that may be hidden behind reality itself. In general, the definition of constructivism is to view science not only as revealing facts, rules and concepts that must be remembered in a standard way, but humans must construct the knowledge itself. So humans are the ones who give sentimental value and explore knowledge, either through study, research or through experience. There are many ways to construct and develop science, where reality as a mental construction that is formed based on social experiences that are local and specific depending on the individual who experiences it. (Kriyantono, 2017).

A. Communication Style According To J.A. Waters:

- **Passive Style:**
The communicator does not express his feelings, ideas, or hopes directly. Tends to smile, speak softly, and rarely make eye contact. Acts more than listens, often at a loss for words.
- **Aggressive Style:**
The communicator expresses his feelings and desires easily but ignores the rights and feelings of others. This style often hurts others with harsh or sarcastic language, and uses body language to emphasize his intentions.
- **Assertive Style:**

The communicator expresses his ideas, feelings, and hopes clearly while considering the feelings of others. This style shows the ability to listen, is open to negotiation, and uses strong but relaxed body language and voice.

B. Communication Styles According To Carl Jung:

- **Controller Style:**
Focuses on control and achieving end results.
- **Collaborator Style:**
Emphasizes cooperation, expressiveness, and emotion.
- **Analyser Style:**
Be careful, gentle, and tend to be monotone.
- **Socializer Style:**
Emphasizes emotion, speaks directly, quickly, friendly, and shows warm non-verbal communication.

Carl Jung argued that awareness of these four styles helps individuals understand themselves and how others view them.

C. Communication Barriers:

Below Waterline Barriers: Barriers that are difficult to see, related to perceptions, norms, stereotypes, business philosophies, rules, networks, values, and subcultures.

- Above Waterline Barriers:
Barriers that are easier to see, such as physical, cultural, perceptual, motivational, experiential, emotional, linguistic, nonverbal, and competitive. According to Irene Silviani (2020), there are three forms of barriers:
- Technical:
Interference in delivering messages effectively.
- Semantic:
Misunderstanding in capturing meaning.
- Human:
Emotional factors, prejudice, perception, and incompetence. Joseph De Vito (2013) divides barriers into
- Physical Noise:
Physical disturbances such as noise, illegible writing.
- Physiological Noise:
Physiological disturbances such as impaired vision or hearing.
- Psychological Noise:
Mental disturbances such as bias, prejudice, or closed-mindedness.
- Semantic Noise:
Differences in meaning or language that cause misunderstandings.

D. Cognitive Dissonance Theory

Cognitive dissonance theory was introduced by Leon Festinger in 1957 in the journal (Miller, et al. 2015) and has developed rapidly as an approach to understanding the general area of communication and social influence (Festinger, 1957). There are several theories in explaining consistency or balance, including the Cognitive imbalance theory by Heider (1946), the Asymmetry theory by Newcomb (1953), and the incongruence theory by Osgood and Tannenbaum (1952).

The method used in this study is a descriptive method using a qualitative approach. Qualitative research itself is a research process to understand human or social phenomena by creating a

comprehensive and complex picture that can be presented in words, reporting detailed views obtained from informant sources, and carried out in a natural setting (Fadli, 2021). Qualitative research is also known for emphasizing quality over quantity.

Based on the title and topic of discussion described by the researcher in the previous chapter, the descriptive qualitative method is the one that is able to answer this question in more detail, deeply, and maximally. The elements of interpersonal communication and harmonization are data that can be obtained through in-depth research as using qualitative methods.

Study Aspects

This study examines the communication style of single parents in Gen Z in Kisaran City, Asahan Regency, North Sumatra Province, Indonesia. Therefore, the aspects of the study in this study are:

1. The communication style of single parents in Gen Z in Kisaran City, North Sumatra Province, Indonesia.
2. Selection and determination of informants
3. Determination of the list of questions to be asked to informants

Research Location

The research location is the location where the social situation will be studied (Sugiyono, 2018). In this study, the research location is located in Kisaran City, Asahan Regency, North Sumatra Province, with an area of 62.98 km². Based on statistical data in 2021, Kisaran City itself has a population of 143,235 people. Having a fairly large population makes Asahan Regency the district with the fourth highest divorce rate after Medan City and Deli Serdang Regency and Langkat Regency. The reasons why researchers chose Kisaran City as the research location are:

1. Kisaran City is the capital of the largest district in North Sumatra Province
2. Kisaran City has the fourth highest divorce rate in North Sumatra Province.

The object of research is:

The center of attention in research, such as organizations, individuals, or goods. According to Sugiyono (2018), the object of research includes attributes or values of people, traits, or activities that have variations. In this study, the object is the communication style of single parents in Gen Z in the city of Kisaran.

Research Subjects:

Subjects are objects, things, or people that are the source of data for research variables. Subjects must be selected purposively according to the purpose of the study. The subjects of this study are single parents who provide motivation and solutions to Gen Z in Kisaran, which is due to divorce or death, as well as communication barriers that occur in the communication style process.

Informants:

1. Single parents with Gen Z children.
2. Single parents due to divorce or death. Kisaran city community.

Data Collection Techniques:

Data collection is an important part of research to obtain accurate and credible data. According to Sugiyono (2018), data can be collected in various settings and from primary and secondary sources. Researchers must be able to appreciate the social situation being studied and use appropriate methods.

Data Collection Methods:

In-depth Interviews: Researchers conducted direct interviews with 5 single parents in the city of Kisaran. Interviews were conducted until data saturation was reached, where no new information was found.

Observations:

Observations were conducted directly using unstructured methods. Researchers observed the verbal and nonverbal behavior of informants during interactions to understand the communication styles of single parents in Gen Z in Kisaran.

Data Analysis Techniques

In this study, data analysis is a process of systematically searching and compiling data obtained by researchers such as from interviews, field notes and documentation (Sugiyono, 2018). Noeng Muhadjir (1998: 104) defines data analysis as "an effort to systematically search for and organize notes from observations, interviews, and others to improve researchers' understanding of the cases being studied and present them as findings for others. Meanwhile, to improve this understanding, the analysis needs to be continued by trying to find meaning." (Rijali 2019: 84).

In this study, data was obtained from various sources. The data analysis technique used in this study uses the Miles and Huberman model. The Miles, Huberman and Saldana (2018) analysis

model divides the steps of data analysis into data collection, data condensation, data display and conclusion drawing.

The data collected in the initial research stage is data obtained through in-depth interviews, observations and documentation. Huberman in Sugiyono (2021: 142) states that the definition of data condensation is the process of selecting, focusing, simplifying, abstracting action data from field notes, interviews, transcripts, various documents and field notes.

Data Validity Technique (Triangulation)

Sugiyono (2018: 92) states that the data validity examination technique is the degree of trust in the research data obtained and its truth can be accounted for. In the qualitative method, the data validity technique used is the triangulation technique. The triangulation technique is a technique used by analyzing the subject's answers by examining their truth with empirical data.

In this study, source triangulation will be carried out where the data to be obtained comes from different sources but from the same technique. Triangulation informants will be carried out on people who understand the problem to be studied from credible informant sources. Based on these criteria, the informants who will be used for triangulation in this study are:

1. Clinical Psychologist

In this study, clinical psychologists are one of the triangulation sources that provide a very valuable contribution to understanding the communication style of single parents in Gen Z in the city of Kisaran. Therefore, the researcher chose Mr. Oktofandy SY, S.Psi, M.Psi, Psychologist as a triangulation informant.

2. Child of one of the informants

The child of one of the informants became one of the triangulation informants because the informant's child was the main focus in this study to find out what communication styles were given by their parents who had become single parents.

RESULTS AND DISCUSSION**Single Parent Communication Style in Gen Z**

This chapter will describe the results of the research findings that the researcher has presented in the previous chapter, with the research findings that the researcher has collected, it becomes a source of data for the researcher to conduct further

discussions, based on the objectives of the analysis of the problems and research objectives that the researcher wants to find and has been determined through the first chapter in this paper. The purpose of the analysis of the problems and research objectives contained in this study is to analyze the Communication Style of Single Parents in Gen Z in Kisaran City, Asahan Regency, North Sumatra Province.

The relationship between humans is certainly inseparable from what is called communication style. Communication style is a behavioral device that is often used to get a response or response in certain situations. The suitability of a communication style used depends on the intention of the sender of the message and the expectations of the recipient himself. (Donna, 2015)

Communication style is a set of interpersonal behaviors that are specialized and used in a particular system. Each communication style consists of a set of communication behaviors that are used to get a certain response in a certain situation. The suitability of a communication style used depends on the intent of the sender and the expectations of the receiver. (Arifin, 2019: 157). In this study, researchers are interested in exploring in more depth the communication style of single parents in Gen Z. This study was conducted in Kisaran City, Asahan Regency using in-depth interview techniques with various informants who met the criteria.

After analyzing the phenomena that occurred to the informants in this study, researchers found communication styles and communication barriers using the theory according to J.A Waters and Joseph De Vito (2023).

Communication style according to J.A Waters quoted by Erwin Juarsa is divided into three types, namely passive style, aggressive style, assertive style. This theory is also a reference for researchers in compiling interview guides and is one of the benchmarks for the communication style used by single parents in Gen Z.

There is a fairly significant answer that single parents in this study have an Assertive communication style. It can be seen how single parents communicate with their children from Gen Z. Based on the results of the research that has been done, single parents initially had difficulty communicating with their children, but they were

willing to learn and approach them because they had to play a dual role for their children. Based on the results of this study, the five informants used an assertive communication style with their children from Gen Z. Assertive communication style is a way of communicating in which someone expresses their opinions, feelings, and needs honestly and directly, while still respecting the rights and feelings of others. Assertive communication aims to achieve a balance between expressing oneself and listening to others, with a focus on mutually beneficial solutions.

According to J.A Waters, the assertive communication style has the following characteristics:

1. Clarity and Honesty: Assertive people convey their messages clearly and honestly, without hiding or belittling their feelings and needs. They are not afraid to say "no" when necessary.

2. Respect for Self and Others: Assertive communicators have self-confidence and self-respect, but also respect the rights and opinions of others. They do not try to dominate or control others.

3. Eye Contact and Open Body Language: Good eye contact and open body language (such as standing up straight, relaxed posture) are hallmarks of assertive communication. This shows that they are confident and open to interaction.

4. Calm and Firm Tone of Voice: The tone of voice used is usually calm and firm, not angry or hesitant. This helps convey the message clearly and shows assertiveness without aggression.

5. Solution Approach: Assertive people tend to seek mutually beneficial solutions in conflict or negotiation situations. They focus on ways to meet the needs of both parties, not just their own interests.

6. Using "I" Statements: Assertive communicators often use "I" statements to express their feelings and opinions, such as "I feel uncomfortable when..." or "I need time to work this out." This helps avoid blaming others and makes communication more personal and clear.

7. Listening Skills: In addition to conveying their own message, assertive communicators also

listen carefully to what others have to say. They respect the opinions and feelings of others and are willing to compromise when necessary.

Single parents who adopt an assertive communication style can effectively manage the challenges of parenting while maintaining a balance between meeting their own needs and those of their children. The five informants were more open to their children, as well as always being clear and honest in communication, respecting and appreciating children and always taking a solution-oriented approach to conflict. Parents try to always understand their children's feelings in order to find solutions to any conflicts that occur between parents and their children. By adopting an assertive communication style, single parents can build better relationships with their children, reduce stress, and create an environment of mutual respect and support. It also helps children learn how to express themselves healthily and respect others.

Parenting a Gen Z child, as a single parent, requires an understanding of the unique characteristics and needs of this generation. Generation Z is known as a generation that grew up in the digital era, has an openness to change, and values of inclusivity and social justice. The five informants in this study showed that they were able to face and approach their children who came from Gen Z.

In this study, female informants or single mothers were more dominant in always encouraging their children to have open discussions and more often to listen to the opinions of their children who came from Gen Z. The three informants preferred to always listen to opinions and make their children discussion partners as one form of single parents in monitoring their children.

Single parents who use an assertive communication style in parenting children from Generation Z can form strong, respectful, and effective relationships. Generation Z has unique characteristics such as high connectivity with technology, openness to diversity, and a tendency to think critically.

In male informants or single fathers, they initially had difficulty adapting to their children, but single fathers in this study always actively communicated with their children, one of which was taking the time to listen to their children actively and always providing space to appreciate their children's opinions. Unlike the three female informants, male informants not only gave their children the role of father but they always gave full responsibility for their children.

Based on the results of interviews conducted by researchers with informants. The five informants have an assertive communication style, but for the fifth informant or Mr. Dunan, he includes two communication styles towards his children, namely assertive and aggressive. Mr. Dunan explained that he was a little anxious about his two daughters. In terms of aggressive communication styles, they tend to have a negative impact on children's development. Mr. Dunan revealed that he often used a loud voice to his children if they did not obey him, Mr. Dunan also said that he was a little restrictive and controlled his daughter's activities to some extent. He explained that he did that because his daughter was a girl. Even though he has a slightly controlling nature, he still gives space to his two children and takes the time to tell each other or be active in communication, whether face-to-face or through social media.

The five informants agreed that parents have an important role in the growth of their children, the approach they take is not only to monitor their children, but this is an area for single parents to be more active in communicating with their children so that they can see more deeply how the character and competence of their children are.

The explanation above is in line with the results of previous similar studies conducted by Renita Yuliani & Andrias Pujiono (2022) entitled "The Role of Parental Communication Styles in Shaping Children's Social Competence". Previous similar studies have results that explain that in the process of child development and growth, only parents play an important role, including the development of various important competencies in

children. Children's social competence is influenced by how parents interact with their children. Parents who are able to communicate well with their children when the child makes a mistake or is right, make children have good social competence.

Children are good imitators, so what parents do or say will be imitated by the child. Of course, this will be brought into wider relationships, such as school and their social environment. Therefore, for parents who expect their children to have good social competence, they must choose to apply or demonstrate good social skills to all family members. The results of interviews conducted by researchers with the five informants found similar communication style results between the five. The first to the last informant uses an assertive communication style or commonly known as an assertive style while the fifth informant has an assertive and slightly aggressive communication style. According to J.A Water, an assertive communication style is where the communicator makes a direct statement accompanied by consideration of feelings, ideas and hopes.

Communicators with this style have the ability to listen well so as to let others know that they are being heard. This communication style is open to negotiation and compromise, can accept and give complaints, give orders directly, and make direct rejections. Communicators with this style show strength as well as empathy, the voice used tends to be relaxed and sounds clear. The eye contact that occurs shows openness in communication and honesty. The five informants who are single parents and have children in Gen Z always approach their children first, and try to be active listeners.

Communication Barriers for Single Parents in Gen Z

Communication barriers are various factors that interfere with or hinder the process of sending and receiving messages between the sender and the recipient. These barriers can appear at various stages of communication and can cause misunderstandings, confusion, or communication failures. In communicating, of course, there are several communication barriers. The same is true in this study. Researchers conducted in-depth interviews with five informants, namely single parents who have Gen Z children in Kisaran City. The communication style built

by single parents turned out to still have communication barriers. Communication barriers are anything that hinders or interferes with the achievement of effective communication. Communication barriers can make it difficult to send clear messages, make it difficult to understand the messages sent, and make it difficult to provide appropriate feedback.

Based on observations and interview results, researchers found several things that are barriers to communication between single parents and their children from Gen Z. As described above, communication barriers are anything or factors that hinder or interfere with the communication process between the parties involved, this explanation is in line with that conveyed by DeVito (2009: 11-14). DeVito identified several main types of barriers that can affect communication effectiveness, including physiological barriers, psychological barriers, physical barriers, and semantic barriers. These barriers can interfere with the achievement of communication effectiveness and cause misunderstandings or failure to achieve communication goals.

In this study, the first informant, Mrs. Lilis, the second informant, Mrs. Doharma, and the fourth informant, Mrs. Maya, all three informants had the same communication barriers in communicating with the informant's children. The communication barriers that occurred were the few differences in language used by Gen Z children so that they had more than one meaning, the symbols used between Gen Z children and their parents were not the same or the language used was too difficult, resulting in misunderstandings.

Language differences can occur due to generational differences between single parents and their children who come from Gen Z. Gen Z generally always follows the flow of globalization, as expressed by the triangulation informant, Mr. Andy, as a clinical psychologist. He explained that Gen Z children are always able to follow developments quickly. One form of development is the many new languages that are only known by several generations. The difficulty of new languages or commonly known as slang is what makes parents feel confused and can lead to miscommunication and misunderstanding.

In this language difference, parents must learn and better understand the communication that is usually done by their children so that communication between parents and children will be more effective. The results of interviews with the three informants showed that

parents are willing to learn to understand the new languages spoken by their children who come from Gen Z. Moreover, Mrs. Lilis as the first informant is always active in asking her child if she does not know the language spoken by her child. In contrast to Mrs. Doharma and Mrs. Maya as the second and third informants, the two informants usually, in addition to asking their children directly, the two informants actively search for new languages via the internet and ask friends of the same age.

Different from the third and fifth informants, namely Mr. John and Mr. Dunan. The communication barrier that often occurs between them is a physiological barrier, resulting in difficulties in communicating with their children online. Such as communicating using WhatsApp. In today's era, humans are required to be able to be literate in social media, one of which is the use of the WhatsApp application, where the application is one of the largest applications issued by Meta in order to make it easier for individuals to communicate over long distances.

The third and fifth informants said that learning to use WhatsApp is very difficult, because they were born and grew up not in the era of globalization. Mr. John himself said that having myopia also prevented him from sending messages to his children via WhatsApp, as explained by Josep De Vito that lack of vision is one aspect of physiological communication barriers. It is undeniable that age differences can affect parents' online communication with their children.

The fifth informant, Mr. Dunan, said that using WhatsApp requires him to learn to be more active in using social media. He who was initially technologically illiterate required him to care more and learn to use the WhatsApp application, he did this to be closer and more active in communicating with his two daughters, although this communication barrier was disturbing for him to communicate with his two children, Mr. Dunan himself said that he always wanted to learn slowly so that the communication that was built was not only direct but also online, especially since his first child was already studying in Medan, this was an increasingly strong reason for him to continue to actively communicate via WhatsApp. Based on research that has been conducted by researchers, they found a novelty, namely that in previous similar studies, no one had raised the communication style of single parents in Gen Z because as is known, Gen Z is quite a spotlight for the current generations, based on previous similar studies,

communication styles are widely used for children's competence and no one has discussed the communication style of single parents in Gen Z. So that this can be a novelty in this study.

CONCLUSION

After the research process carried out by the researcher, in this chapter the researcher will describe the conclusions that can be drawn, including the following:

1. Based on the analysis that the researcher has done in the field, the researcher can conclude that communication style is one of the important aspects for each individual, especially for single parents in Kisaran City, Asahan Regency, North Sumatra Province. Based on the results of this study, an assertive communication style was found in the five informants and an aggressive communication style in one informant. Single parents in this study were more active in communicating with their children as a form of approaching and monitoring their children who came from Gen Z. Single parents in this study also understood the generational differences between them and their children, requiring them to first approach their children and be more active in initiating communication, so that children could feel comfortable and willing to open up to their parents who were single parents.

2. Communication barriers that occurred in this study included two aspects, namely physiological barriers and semantic barriers. Single parents in this study experienced physiological difficulties such as visual impairment due to age which made it difficult for them to communicate via social media. The next obstacle that occurred in this study was the semantic barrier, where the new languages used by the child who came from Gen Z made it difficult for parents to understand them and directly required single parents to keep up with the times in order to balance communication between parents and children who came from Gen Z.

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