Physical and Verbal Violence in Family Interpersonal Communication

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ARTICLE INFO	ABSTRACT
Keywords: Physical violence, Verbal violence, Family, Interpersonal communication.	This research investigates the occurrence of physical and verbal violence in family interpersonal communication, aiming to identify contributing factors, explore impacts on victims, and formulate preventive solutions. The social exchange theory serves as the theoretical framework, offering insights into how individuals assess their actions in violent situations within the family dynamic. The methodology involves a case study with key informants representing victims, perpetrators, and witnesses, utilizing a qualitative-descriptive approach. The findings reveal that physical and verbal violence in family communication arises from factors such as communication barriers and internal conflicts. The perceived impacts on victims significantly shape their responses to these issues. The implications of this research contribute to our understanding of family violence and can be used to design more effective preventive solutions. As for preventive solutions, several indications emerge. Firstly, policy changes may be necessary to address systemic issues contributing to violence. Empowering families through education and support programs can enhance their ability to navigate conflicts positively. Public awareness campaigns and educational initiatives may play a crucial role in changing societal norms around violence. In conclusion, this research provides valuable insights into the complex dynamics of family violence, shedding light on contributing factors and impacts. The suggested preventive solutions involve a multifaceted approach, including policy changes, family empowerment, and public awareness campaigns. By addressing these aspects, we can strive towards building healthier family relationships and fostering a violence-free environment.
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INTRODUCTION

Physical and verbal violence in the family environment is a crucial problem in society. Unfortunately, treatment that should be full of affection and warmth often turns into a situation full of insults and rude behavior. Communication within the family can transform into rude behavior, such as hitting, harsh words, insults and cursing. Stefani Kusuma (19 years), a private worker from West Jakarta, revealed that her family was dominated by physical and verbal violence, especially from her mother, since Stefani was a toddler.

This violence occurred repeatedly and consistently, giving rise to physical and verbal actions that created tension and conflict within Stefani's family. Stefani's mom often resorts to physical violence and harsh words if Stefani fails to comply with her commands. Stefani experienced an incident where she was grabbed, pinched, and hit on the head and shoulders when she returned home late after playing with her friends. Additionally, she faced verbal abuse, including harsh words such as "dog," "bastard," "monkey," "stupid," "idiot," and "fool," when refusing her mother's orders to assist with household chores.

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Family violence within Stefani's household arises from the normalization of unhealthy norms and behaviors, such as the lack of polite speech in parent-child communication and a lack of self-worth, particularly in parents, in controlling behavioral patterns and norms within the family environment. There is also a distortion of parental authority, forcing the child to comply and submit without allowing space for the child's expression or opinion. This situation creates a power imbalance, stimulating the occurrence of violence within Stefani's family dynamics. Consequently, family members tend to unconsciously adopt similar behavioral patterns in their daily actions. This phenomenon highlights the crucial role of the family environment as a significant factor in shaping individual behavior, where patterns of violence may continue to evolve and be inherited from one generation to the next.

Interpersonal communication dominated by violence becomes key in a family's dynamics prone to conflict and aggressive behavior. Such an environment creates an unhealthy atmosphere where family members feel afraid, unappreciated, or isolated. Messages conveyed are tainted by negative emotions, resulting in unproductive interactions and fostering prejudice, misunderstanding, and distrust among family members. Ineffective interpersonal communication can trigger physical and verbal violence within families. Empirical studies show that parents using violence as a parenting method tend to have unhealthy communication relationships with their children (PH et al., 2018). The seriousness of this conflict reflects marital disharmony that can lead to separation and more severe consequences.

In the background of this issue, the researcher notes a contradiction between the expectation that the family should be a safe and comfortable haven and the reality that it can become a source of physical and verbal violence. This research aims to explore and understand this inconsistency, formulated by the research question, "How does the contradiction between the claim that the family should be a refuge and the reality that the family can be a source of physical and verbal violence manifest?" This contradiction prompts two key questions: "What triggers physical and verbal violence in family interpersonal communication?" and "Why do issues of physical and verbal violence in family interpersonal communication often occur?". As the main focus, this research will investigate how physical and verbal violence can occur in the family communication context. It will explore the factors triggering violence and how family communication dynamics can influence the emergence of such behavior. The study will also delve into the psychological, emotional, and physical impacts experienced by victims of physical and verbal violence within the family, providing an in-depth understanding of the long-term consequences of such violence. Finally, the research will formulate recommendations regarding the forms of interpersonal communication that should occur in the family environment, including norms and values that can prevent violence and build a healthy family relationship.

The primary aim of this research is to investigate and understand the phenomenon of physical and verbal violence within the family context. This comprehensive understanding is pursued through three main approaches: identifying factors triggering violence, exploring its impacts on family members who become victims, and formulating guidelines for building healthy interpersonal communication within the family environment. Through this holistic approach, the research is expected to provide a comprehensive understanding of family violence, from its root causes to its impacts, and offer concrete solutions to build a healthy and safe family environment. The significance of this research is expected to provide valuable references for other researchers conducting similar studies, especially those focusing on the study of physical and verbal violence

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in family interpersonal communication. The findings and understanding arising from this research are anticipated to serve as a strong foundation for future research and offer deeper insights into the complexities of issues related to tension in the family as a cause of conflict and separation. It can also serve as a solid basis for further research in the field of communication psychology, particularly in the context of violence and interpersonal communication within the family.

Practically, the researcher emphasizes the importance for families to understand the necessity of small things called communication. Families can acquire knowledge about interpersonal communication among family members to take preventive steps before resorting to physical or verbal violence against each other. The researcher also hopes that parents will be more vigilant in their roles as role models and examples for their children, behaving wisely and fostering effective interpersonal communication with their children and other family members.

According to DeVito (DeVito, 2016), interpersonal communication is the process of sending messages by one individual to another individual, and the message is received with immediate response and feedback. This process allows individuals to interact directly, and the responses given by other parties can influence communication dynamics. However, in the communication process, there are often obstacles or disruptions that can result in the delivery of the message not being effective. There are three main types of obstacles in communication that communicators must pay attention to in order for communication to be successful, namely semantic and mechanical interference, interests, and prejudice (Komala, 2009). Semantic interference is related to a decrease in message understanding which results in damage to the meaning of the message, while mechanical interference occurs due to physical factors or suboptimal communication channels, such as noise. Interest barriers arise when communicants become selective in receiving messages, only receiving messages that are relevant to their interests. Prejudice creates serious obstacles because emotions drive communicants to make conclusions without rational consideration.

Acts of violence in the family environment are a form of victimization with a high level of severity both in frequency and impact (Pereda et al., 2020). This violence has a serious impact, especially on children, affecting their psychological conditions such as emotional pain, feelings of revenge, and the potential for deviant behavior in adulthood. Factors that influence violence against children include physical disabilities, behavioral disorders, autism, and lack of knowledge about the impact of violence by parents (Suteja et al., 2019). Physical violence involves the use of physical force, such as hitting, kicking, or slapping, and can potentially result in serious injury or even death (Fakih M, 2003). Meanwhile, verbal violence involves the use of words or language that demean, hurt, or insult other people (Maknun, 2018). Both can occur in a family context, having a serious impact on relationships between family members. Family violence is a serious and complex social problem, triggering deep suffering and long-term impacts, especially in children (Suteja et al., 2019).

METHOD

The paradigm in this research is the interpretive paradigm, which emphasizes the subjective dimension of social phenomena and seeks to understand it from the perspective being studied. According to Abdussamad (Abdussamad, 2021),a paradigm is a conceptual framework constructed by humans that determines how individuals view problems, comprising a set of basic principles guiding individual actions. This research adopts a qualitative approach as it deals with complex and multidimensional social issues that can be interpreted from different perspectives. Being subjective,

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this research aims to explore and understand the reality contained within a social problem more deeply, reveal the involved processes, and discover uniqueness in its findings (Irawan, 2006).The choice of an interpretive paradigm and qualitative approach reflects the complexity and multidimensionality of the research questions, especially regarding the phenomenon of violence in the family context, which is challenging to measure quantitatively. The interpretive paradigm provides a strong theoretical foundation for understanding social phenomena from the participants' perspective, recognizing that social reality is contextual and can be uniquely interpreted by individuals. The case study method is used in this research to obtain a comprehensive and in-depth description of the subject under study. The main goal is to generate data to build theory. This research is descriptive-qualitative, outlining and explaining the meanings that emerge in the context of the social phenomenon (Bungin, 2008).

The interpretive paradigm provides a philosophical basis for understanding social reality from the participant's perspective and acknowledges the complexity and subjective nature of the phenomenon. The qualitative approach, as a methodological tool, allows research to explore and understand the meanings emerging in the family violence phenomenon. The choice of the case study method is relevant as it can provide a detailed and comprehensive overview of the complex interactions between various factors and family dynamics. The case study allows the research to examine the phenomenon in real-life contexts, capturing its complexity and understanding the roles of individuals and their interactions. This aligns with the interpretive paradigm that emphasizes contextual understanding and unique participant experiences. The case study also enables the researcher to develop more detailed theories rooted in complex social reality.

This research using Social Exchange Theory, it is an analytical framework that examines the impact of individual contributions in a relationship on the contributions of other individuals in that relationship (Mukarom et al., n.d.). This theoretical view describes a relationship as an economic transaction where individuals interact with other people because they expect benefits that can meet their needs. In the context of physical and verbal violence in family interpersonal communication, this theory can be used to understand how family members evaluate the actions they take against each other and how these actions affect social relationships within the family. Social Exchange Theory is also applied here to describe the responses that arise from victims of family violence. Victims may assess the psychological and emotional impact received as a result of the violence, then make decisions about whether they will continue to maintain family relationships that tend to be detrimental or seek more beneficial alternatives.

The data collection technique involved literature study, interviews and field observations on Jalan Terate Raya, Tambora District, West Jakarta, in October-November 2023. This research used a purposive sampling technique to select informants with specific considerations (Abdussamad, 2021). Researchers will involve informants who have experienced, involved themselves, and acted as witnesses regarding incidents of physical and verbal violence in family interpersonal communication. The selection of Stefani as the subject of the family violence research is considered crucial because it involves experiences as a victim, perpetrator, and observer. Stefani's perspective as a victim provides a profound understanding of the trauma, fear, and emotional impact of violence, while her experience as a perpetrator offers insights into the motivations and dynamics of aggressive behavior. As an observer, Stefani can bring sensitivity to hidden patterns of violence and the complex dynamics within the family. Stefani's involvement, experiencing both physical and psychological effects, adds a tangible dimension to the consequences of violence. This may include

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information about the types of physical injuries, mental health impacts, and behavioral changes that may occur.

Meanwhile, to support this research, the researcher chose three supporting informants by considering several criteria, namely:

Table 1. Supporting Informant Data

No.	Name	Role	Criteria
1.	Mom	Stefani's mom	As the dominant perpetrator of physical and verbal violence in interpersonal family communication.
2.	Celina Celin	Stefani's family neighbour	As an observer or witness to physical and verbal violence in Stefani's family interpersonal communication.
3.	Ruby Jennifer	Stefani's best friend	As someone who has been an eyewitness and involved in the reconciliation process and/or providing support after incidents of physical and verbal violence in family interpersonal communication.

RESULTS AND DISCUSSION

The topic of violence in family communication is highly important and relevant in the current social context as it reflects significant impacts on the well-being and stability of society. Family violence not only harms individuals directly involved but also has a domino effect involving future generations. In the present social context, the issue of family violence highlights the challenges and complexities of forming healthy relationships amidst the dynamics of modern life. The significance of this topic can be observed through its impact on the mental and physical health of individuals, especially children who may become victims. Family violence also has implications for the social, emotional, and cognitive development of children, which, in turn, can affect their quality of life in the future. Furthermore, this topic reflects the role of interpersonal communication in shaping family norms and values, impacting relationship patterns within society at large. Power imbalances and inequality in family communication can trigger cyclic patterns of violence.

In the ever-changing social context, a profound understanding of violence in family communication becomes crucial to address emerging challenges, such as economic pressures, cultural changes, and shifts in social values. The relevance of this topic is also reflected in global efforts to create a safe and supportive environment for all individuals. Human rights organizations, women's advocacy groups, and governmental institutions focus on preventing family violence and protecting victims. In the current socially interconnected and interactive context, addressing violence in family communication is essential to build a healthier, fairer, and more sustainable society.

Thus, this topic not only mirrors individual or family issues but also serves as a reflection of the complex dynamics in today's society. Engagement and attention to violence in family communication are key to designing effective solutions, changing detrimental social norms, and creating an environment where every family member can grow and thrive safely.

Factors Causing Physical and Verbal Violence in Family Interpersonal Communication

Physical and verbal violence in family interpersonal communication does not occur without reason, various factors can be the background to these actions. Based on data from the

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KemenPPPA Simfoni PPA January–August 2023, it was documented that incidents of violence against children reached 11,582 cases, and most of them occurred in the household environment, indicating that most violence was carried out by those closest to them, including family. It is important to pay attention to the factors that cause violence, especially the involvement of parents/family as perpetrators. Data shows that 21 percent of perpetrators of violence against children are parents, reflecting inequality in interpersonal relationships. Excessive control, domination, and lack of understanding of children's rights are factors that can trigger violence. In Stefani's family case study, inequality plays a major role, creating striking tensions between mother and daughter. Stefani, as a child, is required to submit without exception to her mother. This research, through a communication science perspective, highlights that the roots of violence can be found in individual internal conflicts. This conflict, when extended into family relationships, creates significant barriers to communication, complicates family dynamics, and creates an unhealthy environment. Thus, understanding the factors that cause physical and verbal violence in the family is important for designing more effective prevention and intervention strategies to create a safe and healthy family environment.

Occurrence of Interpersonal Communication Barriers

Communication barriers refer to anything that hinders or obstructs the communication process between the communicator and the communicant (Liliweri, 1997). In the relationship between Stefani and her mother, there is a major communication barrier in the form of an interest barrier. This is reflected in the mother's response which is positive only if Stefani's actions are in line with the mother's wishes and values. On the other hand, if Stefani expresses an opposing opinion, conflict occurs with physical and verbal violence as a result. The mother's dominance in conversations and complete control over Stefani created inequality in the relationship. The difference in interests between the two is the main trigger for conflict, with the mother determining the direction and narrative in interpersonal communication. This situation creates an unhealthy and detrimental environment, indicating that barriers to interests can negatively impact family dynamics and lead to conflict involving violence.

Mother perceives Stefani as a disobedient and uncivilized child

The mother stated that she felt frustrated, annoyed and dissatisfied with Stefani's behavior or actions which she considered disobedient. Mother thought that she was able to control the situation and gain obedience from Stefani by forcing obedience or respect as a form of authority.

Mother said: "*…Yes, I'm just annoyed that she never obeys when she's told, she's lazy, she's impudent, she's defiant. You know, just play and don't want to help your parents…*"

The mother's perception of Stefani not being able to fulfill her needs made her commit acts of violence as a way to release or express her dissatisfaction in order to provide a deterrent effect.

"*…I just hit her if she really fights back, if she doesn't fight back I just scold her. After all, I was annoyed. Just let her get tired of being cruel to her parents…*"

Mother firmly said that she only asked Stefani to help her with household chores. No more than that.

"*…What's so difficult? Just help clean up, wash dishes, sweep, mop. Didn't ask for anything. It's natural for children to help their parents. She's really tired, what else can she do, just go*

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to school, come home and play on her cellphone, otherwise she'll wander over to her friend's house. I'm tired of saying it..."

The mother's need to continue to be obeyed or obeyed has resulted in communication being hampered between the mother and Stefani in terms of understanding the true meaning of the message, so that they have mutually mistrusted each other regarding the acceptance of differences in interests and opinions which are very likely to occur in interpersonal communication.

Stefani felt that her mother was too restrictive and exploited her

Feelings of restraint and lack of freedom made Stefani fed up with her mother's behavior, who constantly forced her to do what she was told. She admitted that since childhood, she tended to always obey her mother's wishes until she lost a lot of time to play. As she got older, she realized that her mother's attitude towards her was getting worse. The demands of the work given become more intense and heavy, which makes it difficult for her to carry out them after going through tiring school activities.

Stefani said: "...*If my mother ordered, she immediately shouted, especially if her wishes were not heeded. She immediately became angry like someone possessed and called me names. I'm afraid sometimes, so I do it even though I'm reluctant...*"

This was also stated by Ruby Jennifer, Stefani's close friend since childhood, she stated:

"...*I am a living witness to the violence experienced by Stefani. Since elementary school, I often play at her house and her parents, even her grandmother and grandfather, don't seem happy when Stef's friends play there. The reason is because Stef should be studying or helping her parents, not playing all the time. Her mother didn't even hesitate to scold, curse and beat her when I and other friends were around. The words spoken, such as 'your dog' and 'your bastard', were thrown around very often, ultimately making our playing situation awkward. I even heard a moment where Stefani was called a 'slutty girl' when she came home from playing from our male friend's house and at that time Stefani was still in the 3rd grade of elementary school if I'm not mistaken. Anyway, still in elementary school. It's really not worth hearing, I really understand what Stefani feels...*"

Ruby's statement was confirmed by Stefani and she said that she was often embarrassed when friends visited her house, because her family did not hesitate to make a fuss by saying harsh words in front of the guests.

Ruby added: "...*I don't know the real reason, but if you look at her actions, it's implied that Stef's mother doesn't like playing. She just wants Stef to study, help her parents, take naps, eat, and yes do all the routines that her mother believes are good....*"

Stefani emphasized that as a child what she wanted was warmth and gentle words from her mother. She wants to feel what it feels like to be supported and get the rights she deserves as a child. The right to play, have opinions, and respect parents in her own way.

There is no mutual understanding between families

In the Stefani family's interpersonal communication, there is an unbalanced dominance pattern, where one individual dominates the others. Gover's view (Tubbs et al., 1996) states that self-identity develops through a process of paying attention to each other and being cared for by others, and Cliffor Geertz (Geertz, 1992) emphasizes that individual actions are influenced by genetic and cultural factors. Cultural influences are reflected in family communication patterns as

a bridge between individuals and their culture (Setyowati, 2013). The research results show that emotional awareness of the effectiveness of interpersonal communication and the impact of physical and verbal violence in Stefani's family is still low. Perceptions between Ibu and Stefani show ineffective communication, influenced by personal interests and trust issues. The effectiveness of communication can be measured through the achievement of the communicator's goals (Fatmawati, 2021). Families prioritize ego and personal interests, so that implementing democratic family communication patterns with balanced rules and freedom can increase the effectiveness of interpersonal communication and family harmony. An atmosphere of responsible individual freedom and orderliness in family life are important factors in forming good interpersonal communication.

Individual Internal Conflict

The physical and verbal violence in Stefani's family seems to be related to traumatic events in the past, as discussed in the concept of parental produced stress by Lulu'il Maknun. Factors such as past violence, anxiety disorders, perfectionism, and others can influence parental stress. Through in-depth interviews, Stefani described her mother as stubborn, disobedient and prone to using harsh words. Stefani's entire family engages in abusive behavior, especially when conflict arises, often resulting in physical and verbal violence.

Stefani revealed that she was educated hard to face the realities of the world, an upbringing pattern that she also felt when she was young. The testimony of a neighbor, Celina Celin, confirmed that Stefani's family had a habit of using harsh words, especially when there was a conflict of interest.

The conclusion from observations and interviews is that Stefani's mother's childhood experiences and harsh upbringing influenced the way she responded to conflict. Growing up in an environment where violence is considered a common method of dealing with conflict increases the likelihood of passing it on to the next generation. In interviews, Stefani's mother had difficulty managing conflict constructively, choosing violence as a response in disagreements. Internal factors such as childhood experiences, upbringing patterns, and family environment play an important role in shaping responses to conflict.

The Impact of Physical and Verbal Violence in the Family on Stefani

Stefani revealed that the violence and pressure she experienced in her family environment had a serious impact on her mental and physical health. The unconscious trauma caused by this violence makes it difficult for her to live a social life. Stefani went from being a cheerful individual to being quiet, holding back her feelings, and feeling afraid to make decisions or interact with her friends. Her physical condition was also affected, especially in her voice volume which became small when talking to other people. Every time she spoke, Stefani felt obstacles and difficulties, accompanied by feelings of tightness, nervousness and doubt due to a lack of self-confidence and fear of other people's judgment.

Stefani's family dynamics create a domino effect, with each family member experiencing a change from a cheerful personality to a more reserved and sensitive one as they get older. The cycle of conflict and violence appears to be a recurring pattern in each generation of this family. Stefani, as the dominant victim, tries to avoid acts of violence by reducing interactions with her mother. Despite trying to talk to her mother about unhealthy relationship patterns, her efforts failed

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because her mother refused to discuss it, even responding with an attack of harsh words. Stefani ultimately chose to avoid and seek peace for herself, ignoring her mother's orders and staying away from conflict.

As a preventive measure to overcome the effects of depression due to verbal violence, Stefani sought support from her best friend, Ruby, by sharing her stories and problems. Even though this step is not comprehensive, Stefani feels that she has enough support and understanding from her friends to overcome her condition.

Researchers asked questions about the medical steps she took to heal her emotional wounds, but Stefani answered: "…*hmm, if I go to a psychologist, what will I say? When asked, I don't know what to answer. The problem is, when I'm being interrogated, I suddenly go blank, I can't think anymore, it creates pressure…*"

She also adds: "… *why is the effect (physical and verbal violence) so bad on me. Even though it seems like there are lots of people who have it worse, how come they can? (overcome) I think I'm the one who thinks too much, that's why it's like this…*"

Based on social exchange theory, researchers correlated the phenomenon of physical and verbal violence experienced by Stefani by her mother with 4 main concepts in social exchange theory. Among others are:

Rewards and Cost

In the relationship between Stefani and her mother, rewards that should be a natural part of parent-child relationships in social exchange theory are almost non-existent, except in terms of the financial responsibility shouldered by her mother to support Stefani's life. Although Stefani's mother fulfills her economic needs, the lack of affection, emotional support, and a healthy interpersonal relationship are elements that are lacking in this relationship. In the context of social exchange theory, rewards are interpreted as elements that motivate individuals to remain engaged in a relationship. The financial responsibility assumed by Stefani's mother is considered a "reward" experienced by Stefani because it meets her economic needs. However, a balanced relationship should involve positive exchanges from both parties, including love, attention, and emotional support. Stefani experiences negative impacts by complying with her mother's wishes and commands and tolerating aggressive actions. The consequences of this compliance are not only limited to physical and psychological effects but also encompass significant sacrifices Stefani makes to meet her mother's expectations. Unfortunately, the rewards Stefani receives are disproportionate, with tangible physical and verbal violence.

In the framework of Social Exchange Theory, every action in a relationship is considered an investment or cost that will yield certain rewards. Stefani evaluates costs and rewards by considering the investment she provides in the relationship, awareness of the imbalance between costs and rewards, and efforts to minimize negative impacts by changing her own behavior. Stefani's investments in the relationship with her mother include various aspects, especially in emotional, psychological, and even physical terms. Emotionally, Stefani invests time and attention to try to understand and cope with her family situation, even though she faces imbalance in giving and receiving affection.

Psychologically, Stefani invests in adapting to her mother's aggressive actions and control. She tries to tolerate such behavior, even if it means sacrificing personal freedom and decision-

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making. This psychological investment involves sacrificing aspects of individual freedom and the right to express oneself freely without fear or tension.

Physically, Stefani also invests in family financial responsibilities. Although her mother meets her economic needs, Stefani contributes in various ways, such as helping with household chores or taking care of her siblings. This physical investment may be one form of reward expected by her mother, but it still does not outweigh the negative impact Stefani experiences due to verbal and physical violence. Overall, Stefani's investments reflect significant efforts to maintain the relationship with her mother, despite facing an imbalance between the investments she provides and the rewards she receives. Stefani's awareness of this imbalance is a key factor in the evaluation of costs and rewards, and her efforts to minimize negative impacts by changing her behavior reflect adaptive strategies taken to safeguard her well-being.

Comparison levels and results (outcomes)

In dealing with acts of physical and verbal violence, Stefani said that currently, she is more tolerant of her mother's actions. This is because she already knows that the results will not change. Her mother will remain strict and will not understand Stefani. Instead, she tried to understand her mother. She said that no matter how hard she tried to change her mother's attitude, she would not be able to because a change in attitude could only be achieved by her own will. So, she focuses on herself to minimize existing conflicts by trying not to do the same things her mother did. Stefani said "…after I thought about it, I understood why my mother acted like that. She has a lot on her mind too. However, the way to vent it was wrong…"

The researcher asked what made Mother vent her anger at Stefani and her younger siblings, then Stefani answered: "…because Mother is not close to her children. Not close because she can't mix in and also from the way she talks to her children…" From these interviews it can be concluded that there is a pattern of behavioral control exchange (behavior control) in the way Stefani handles and evaluates acts of physical and verbal violence committed by her mother, namely Stefani's actions to change her own behavior to make changes in her mother's behavior.

Although Stefani is aware that a change in her mother's attitude may only happen if there is willingness from her mother herself, she continues to strive to understand her mother. In this context, the comparison between following her mother's orders and maintaining individual freedom as well as emotional well-being becomes a crucial consideration in Stefani's decision-making. While Stefani does not condone physical and verbal violence if she follows her mother's orders, she also acknowledges abstract impacts such as feelings of injustice and lack of freedom that may arise when she complies with her mother.

Thus, Stefani makes decisions based on a consideration of levels and outcomes, realizing that in family dynamics, there are times when one needs to yield to bring about positive change. Stefani concludes that setting aside ego is the right step to break the cycle of an unhealthy relationship. This awareness guides her to continue respecting her parents as a child, without narrowly measuring personal gains and losses. Stefani realizes that a family requires collaboration and mutual understanding to create a better and harmonious atmosphere. By considering her role as a child and accepting the reality that compromise is the key to positive change, Stefani demonstrates maturity in managing her family relationships.

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Interpersonal communication in determining decisions regarding the continuity of Stefani and Mother's relationship

In mother-daughter relationships, interpersonal communication plays a crucial role in the final decision-making stage. Social exchange theory underlies the assessment of relationship outcomes, with costs such as children's tolerance and understanding and rewards in financial responsibility. The interviews highlight an imbalance in the relationship, where the child does not get the love she should. Stefani tolerated it, but her mother was not involved in evaluating or discussing the problem. The outcome stage involves consideration of rewards and costs as well as Stefani's feelings. The final grade stage reflects Stefani's decision whether or not to stay in a relationship filled with physical and verbal abuse. Stefani's control of her interpretation and response to her mother's actions is based on social exchange theory, where the sustainability of the relationship depends on mutual satisfaction in rewards and sacrifices. Similarity of traits and thoughts, which is formed through interpersonal communication, is the basis for maintaining relationships.

CONCLUSION

In the previous discussion, the author concluded that physical and verbal violence in family interpersonal communication is caused by barriers in communication, including the individual's interest in receiving messages that are only relevant to their needs. Internal conflicts, such as past trauma and an upbringing dominated by violence, are also causal factors. This violence has a significant impact on the physical and mental health of victims, especially children, which can hinder development and form negative character traits. Interpersonal communication plays a key role in the formation of interpersonal relationships within the family environment, which can be evaluated by referring to social exchange theory. The components in the process of interpersonal communication play a vital role in determining the quality of family relationships, from the initial stages to relationship termination. Interpersonal communication is considered effective in creating and maintaining family relationships if each individual involved in the relationship provides benefits to one another. However, there are cases where social exchange theory does not universally apply to every aspect of interpersonal communication. Some individuals may tend to assess every social interaction based on personal gains and losses, depending on their individual interests. Particularly in cases of physical and verbal violence in family interpersonal communication, the cost-benefit approach may not always be the primary determinant of relationship sustainability. The concept of exchange between costs and rewards still provides valuable insights into interpersonal dynamics. In violent situations, exchanges may not always align with the principles of cost and benefit, as factors such as loyalty to social norms and family values can be the primary determinants of relationship sustainability. Although victims of violence may not receive a balanced reward, considerations for maintaining the relationship may be influenced by these factors. The cultural emphasis on respecting elders, including within social norms that promote togetherness, creates a more complex dynamic. In this context, a relationship may not always end when the assessment of gains and losses ceases. Loyalty to social norms and communal values can influence the continuation of relationships even in challenging conditions. Awareness of this complexity can assist society in designing more effective strategies to prevent and address violence within the family environment. Practical steps need to be taken by individuals, families, and communities. Individuals can seek psychological support, such as counseling, to address the psychological impact of violence. Families need to create open dialogue spaces to resolve conflicts, respect the rights of

each family member, and establish a safe environment. At the community level, education and advocacy about the dangers of family violence need to be enhanced to raise awareness and provide support to victims. Social support systems and legal protection should also be strengthened to shield victims of violence and promote behavioral change at the community level. These steps are holistic and involve collaboration between individuals, families, and communities to create positive change in addressing violence in family communication.

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