

Interpersonal Communication Strategies of the Coach in Improving the Performance of Satria Podomoro Lions Jakarta Basketball Athletes

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Abstract: In sports coaching, it is undeniable that athletes' achievements are a measure of success in the coaching process. However, when athletes reach these achievements, they often face various challenges that can reduce their motivation, such as some basketball players who have difficulty staying focused during training and competitions. This research aims to evaluate how a coach's interpersonal communication improves the performance of Satria Podomoro Lions Jakarta basketball athletes. This study uses a qualitative method with a descriptive approach, and data are collected through observation, interviews, and documentation. The results of data analysis indicate that coach communication strategies can be divided into two aspects: coach-to-athlete communication strategies and coach communication strategies to enhance athlete performance. The first set of strategies includes active listening, active verbal communication, and empathy built by the coach. Both of these coach strategies for improving athlete performance have a positive and significant impact on enhancing the performance of the Satria Podomoro Lions Jakarta basketball club.

1 INTRODUCTION

Humans are social beings who cannot be separated from socialization activities through interactions with others. One of the activities they engage in is communication. Communication is the way humans convey ideas, thoughts, and more. Communication is crucial and inseparable in human life because it exists in every aspect. Through communication, individuals can build relationships at home, in institutions, communities, or wherever they are. Interpersonal communication is one of the human communication forms where communication occurs directly between two individuals, whether verbal or nonverbal. One example of interpersonal communication in daily life is between a coach and an athlete in sports such as basketball. Interpersonal communication is essential in building a positive relationship between a coach and an athlete. The coach is the primary and crucial figure for an athlete's growth and development. The coach's primary functions include serving as a means of communication, educating, nurturing, and socializing athletes, and developing the abilities of

all their students to perform well in the sports arena. The coach-athlete relationship is often the heart of effective management (Muhammad, 2014).

Basketball is also quite popular in the United States and other countries, including Indonesia. In Indonesia, basketball is a popular sport among both students and adults. Many basketball development clubs are established in the capital and other regions. One of the basketball clubs in North Jakarta is Satria Podomoro Lions. Satria Podomoro Lions is a basketball development club established in 2003. Anjelin's achievements in the National Student Basketball League in 2016 and 2017 and being the runner-up in the 2016 National Sports Week (PON) contribute to the club's attraction. The achievements of athletes instill a sense of pride in the nation, the country, and the athletes themselves. Athletes' achievements are the ultimate goal obtained by athletes in fulfilling the tasks assigned to them. The success achieved by successful basketball athletes in the Satria Podomoro Lions Club is noteworthy. The main achievement in North Jakarta consistently earns the back-to-back champion title every year, especially in the women's team. In 2005, they

became the overall champions in the women's 18-year age group, women's 16-year age group, men's 18-year age group, and men's 16-year age group. However, in pursuing these achievements, athletes often face various challenges that can decrease their motivation, such as some basketball players having issues that affect their focus during training and matches. These issues may stem from family, friends, or personal problems that have not been resolved. In this regard, coaches must be able to motivate athletes, encouraging them to train their skills and techniques and apply them in highly critical competition situations. The mentioned ability is related to the various strategies coaches use to enhance athlete motivation (Brewer, 2016).

Effective interpersonal communication by the coach in training can improve the success of the club and the motivation of the club's players (Gunarsa, 2015). Based on the consideration that a coach's communication can be directed towards motivating and achieving sports excellence for athletes, this research focuses on the Satria Podomoro Lions Jakarta basketball club. This study selects Satria Podomoro Lions as the research subject because the basketball club has many athletes who have achieved numerous accolades.

2 THEORETICAL FOUNDATION

2.1 Interpersonal Communication

Interpersonal communication is communication that takes place between two or more people face-to-face. For example, a conversation between two people who know each other and happen to meet. This conversation occurs spontaneously and without planning (Hafied Cangara, 2016). Interpersonal communication refers to exchanging messages, information, and meaning between two or more people in personal or interpersonal relationships. There are also strategies to enhance interpersonal communication, some of which have been identified by experts in the field of communication to strengthen interpersonal communication, namely:

- A. Active listening,
 - B. Using effective verbal communication and
 - C. Building empathy.
- In communication there are several components of interpersonal communication, namely:
1. Sender
 2. Message
 3. Communication Channel

4. Receiver
5. Feedback
6. Noise
7. Communication Goals

Interpersonal communication aims to create understanding, build good relationships, and achieve the desired communication goals between individuals. According to Wood, J. T. (2016), interpersonal communication has several objectives, including creating understanding, building good relationships, obtaining and providing emotional support, resolving conflicts, fostering cooperation, and enhancing social skills.

3 ACHIEVEMENT

The definition of achievement emphasizes that it reflects the extent to which someone successfully reaches established goals. Achievement involves individual effort, ability, motivation, and supportive environments. Factors such as social support, adequate resources, and a positive work environment can influence an individual's level of achievement (Tella et al., 2013).

Brewer (2016) identifies three strategies coaches can apply to enhance team performance and athlete motivation: goal setting, feedback, and creating enjoyable situations.

4 RESEARCH METHODOLOGY

In this type of research, the researcher employs qualitative research methods to determine how to search, collect, process, and analyze research data. Qualitative research can be used to understand social interactions. The author uses a descriptive qualitative research method to collect an overview, which the author then uses to answer all questions related to the research subject (Darmadi, 2013). Observation and interviews with informants are required to obtain the data. Thus, the researcher can present and describe data regarding the coach's communication strategies in improving the performance of Satria Podomoro Lions basketball athletes.

The research target is its object. In this study, the research target is individuals who will be a source of information related to the research background. The research subjects who serve as informants in this study are athletes and coaches from the Satria Podomoro Lions Jakarta basketball club.

This research was conducted in Jakarta. The research location is the training venue of the Satria Podomoro Lions basketball club, located in Sports Arena Rival, Arcici Sunter, North Jakarta. The research duration is approximately four months, from March 2023 to July 2023. Primary data sources are those that directly provide data for data collection. The primary sources in this study have several criteria for informants:

1. Coaches and high-achieving athletes
2. Coaches with coaching licenses and experience in training
3. Athletes aged 15-18 years and original Satria Podomoro Lions players

Secondary sources do not directly provide data for data collection, such as through intermediaries, documents, and journals, to ensure a comprehensive and valid data source. Secondary sources in this research include electronic media and document archives (Sugiyono, 2017).

Data collection techniques are the main steps in research. With data collection techniques, the research will obtain data that meets the established data standards. The techniques used in this study are observation, interviews, and documentation. Observation is an activity that studies a phenomenon and events through systematic efforts to see and record data or information. The observer does not participate in the activities performed or experienced by others.

In this study, the researcher uses a semi-structured interview model. Interviews are conducted by preparing questions and alternative answers, but the implementation is more open, where informants are asked for opinions and ideas. The interviewer then records what the informant conveys. In the informant selection technique, the researcher chooses to interview someone vital to the research related to the theme, namely the coach and athletes of the Satria Podomoro Lions Jakarta basketball club.

All informants are selected using purposive sampling because this technique covers individuals selected based on criteria made by the researcher based on the research objectives. The researcher uses purposive sampling because the selection of data sources is made with specific considerations, for example, individuals who know the most about what is expected.

Documentation is a method used to obtain data and information from books, archives, documents, numerical and pictorial writings, and explanations that can support research. Documents refer to materials such as photos taken by the researcher

with informants and sound recordings (Sugiyono, 2018).

Qualitative data analysis is organizing, analyzing, and interpreting non-numeric data into information or trends to be used as a reference in developing research.

Data reduction involves summarizing, selecting main topics, focusing only on essential topics relevant to the research, searching for themes and patterns, and ultimately providing a clearer picture, making it easier to collect subsequent data (Sugiyono, 2017). Data presentation is one of the activities in creating a research report to make the research results understandable and analyzable according to the intended objectives (Sugiyono, 2017).

Concluding qualitative research is expected to be new findings that have never existed before. Concluding involves understanding and responding to something directly observed in the field by arranging patterns of direction and cause and effect (Sugiyono, 2017). The data validation technique uses source triangulation to test data credibility by reviewing information from various sources, such as interview results, archives, and other documents, to produce different data and provide different perspectives on the phenomenon being studied. Therefore, a technique is needed to unify data differences to draw accurate and precise conclusions.

5 RESULTS AND DISCUSSION

The Satria Podomoro Lions Basketball Club is one of the leading basketball clubs in North Jakarta, Indonesia. Established in 2003 initially as Satria Podomoro, the club aims to develop and advance basketball at the local and national levels. The club accommodates various age groups, from children to adults, providing opportunities for young athletes to learn and grow in basketball through regular training, internal matches, and external tournaments.

5.1 Achievements

Satria Podomoro Lions boast numerous achievements. The club has achieved notable success at the North Jakarta City level, including securing the second position in the National under-18 women's category. This achievement emphasizes the presence of young talents in the club, showcasing their potential to compete at higher levels. Additionally, several athletes from the club have excelled nationally, participating in the

National Sports Week (PON) in Palembang and DKI Jakarta. Their participation in PON highlights their status as among the best nationally, capable of competing with athletes from other regions.

5.2 Interpersonal Communication Strategies of Satria Podomoro Lions Basketball Coach in Jakarta

The research results, obtained through interviews with key figures, emphasize the crucial role of interpersonal communication in athlete training for achieving high sports performance. Coaches play pivotal roles as leaders, motivators, and mentors for athletes. The way coaches communicate significantly impacts athlete performance and development.

In this context, interpersonal communication is crucial in both training and championship settings in sports, supporting enhancing athlete performance. Active communication is vital during interactions, as athletes often share their issues and motivations during such engagements (Sholihah & Pudjijuniarto, 2021). Satria Podomoro Lions employs three strategies to enhance interpersonal communication:

5.2.1 Active Listening

Active listening involves attentiveness, empathy, and understanding, ensuring the recipient's message is well received and understood. The application of active listening was evident in interviews with Coach Patric and Coach Bowo, explaining how coaches approach less motivated athletes during training. Effective interpersonal communication between the coach, players, and other team members is crucial to creating a pleasant environment, motivating players, and increasing their involvement in achieving the best performance.

Coach Bowo emphasized direct observation of less motivated athletes' behavior. To understand the reasons for the athletes' lack of enthusiasm, Coach Bowo took the initiative to call the athletes and have a personal conversation. A face-to-face discussion allowed for more open and honest communication, enabling Coach Bowo to identify the underlying issues. Success indicators for this approach include the coach's ability to actively listen, provide full attention, and engage in direct discussions with demotivated athletes.

Coaches who manage to connect with less motivated athletes can build strong relationships, understand athletes' feelings and needs, and help

them find solutions to overcome challenges. Coach Bowo successfully implemented this approach outside of training or matches, using WhatsApp groups for casual conversations, discussions, and basketball-related topics. Coach Patric also excelled in applying this approach outside of scheduled training or matches, using direct communication through chat to better understand the athletes' feelings and conditions.

5.2.2 Active Verbal Communication

Effective verbal communication in basketball team coaching includes various forms of oral communication between the coach and players. This includes technical instructions, feedback, motivation, support, and daily interactions. Effective verbal communication allows messages to be conveyed, avoids

misunderstandings, and establishes a good relationship between the coach and players.

Effective verbal communication proves to be an essential strategy for enhancing interpersonal communication. Verbal communication involves using words and language to convey messages to others. In coaching the Satria Podomoro Lions basketball team, Coach Patric and Coach Bowo have implemented various effective verbal communication strategies. These include using clear, straightforward language, active listening, providing constructive feedback, and creating a positive communication climate.

Researchers suggest building more structured empathy and creating a pleasant atmosphere during training.

5.2.3 Building Empathy

Building empathy in interpersonal communication means that the coach strives to truly understand and appreciate the players' feelings, needs, and perspectives. This involves careful listening, showing understanding and attention to players, and being willing to empathize with challenges or problems faced by the players. The importance of empathy in the basketball team context includes:

1. Enhancing trust and collaboration
2. Improving effective communication
3. Reducing conflicts
4. Improving performance

Building empathy between the coach and players is a process that involves direct and indirect communication, building chemistry, and understanding the characteristics and expectations of

each individual in the team. Technical and tactical skills and the quality of interpersonal relationships between the coach and players determine team success.

5.3 Coach's Strategies for Improving Athlete Performance

Interpersonal communication in the context of athlete training is crucial to achieving high sports performance. Coaches act as leaders, motivators, and mentors for athletes, and the coach's communication style significantly impacts athlete performance and development. In this case, interpersonal communication, or communication between individuals, plays a significant role in implementing training and championships in the sports world to support improving athlete performance. Active communication becomes crucial during interactions, as athletes often share their issues and motivations during such engagements (Sholihah & Pudjjuniarto, 2021).

5.3.1 Goal Setting

Goal-setting is one of the essential interpersonal communication strategies coaches use to improve athlete performance. Setting specific and clear goals is a crucial step in achieving desired outcomes. Goal-setting allows coaches and athletes to work together to determine specific and measurable targets. Well-defined goals help direct athletes' effort, focus, and commitment to achieving optimal results.

5.3.2 Feedback

Feedback is crucial to the coach's communication strategy to improve athlete performance. In the sports world, feedback serves as a means to evaluate, criticize, and praise the performance and actions of athletes. Feedback is a crucial component in the communication strategy between the coach and athletes in enhancing sports performance. Different types of feedback have different impacts on athlete motivation and performance.

5.3.3 Creating a Pleasant Environment

Creating a pleasant environment in Sports training means establishing a positive, friendly, and enjoyable atmosphere for athletes. A pleasant environment in sports involves a coaching approach that prioritizes fun, joy, and camaraderie to achieve training goals and improve performance. Creating a

pleasant environment is essential to the coach's communication strategy with athletes to enhance motivation, engagement, and performance.

Regarding positive leadership, the coach, as the team leader, plays a crucial role in creating a pleasant environment. The coach must have a positive, enthusiastic, and inspiring attitude to influence team spirit. By setting a good example, the coach can bring positive energy into the team environment.

The communication strategy in creating a pleasant situation in sports clubs has various significant positive impacts. Increasing players' spirit and motivation, strengthening teamwork and collaboration, improving training quality, reducing stress levels, enhancing ownership and loyalty, and improving match results are some of the expected impacts of the effective implementation of this communication strategy.

6 CONCLUSION AND RECOMMENDATIONS

Based on the presentation and analysis of data, it can be concluded that the communication strategies employed by the Satria Podomoro Lions Jakarta coach from the sub-study are divided into two categories: communication strategies from the coach to the athlete, namely active listening, active verbal communication, and building empathy, and coach strategies in improving athlete performance, namely goal-setting, feedback, and creating a pleasant environment. Both strategies have a positive and significant impact on improving athlete performance and enhancing the achievements of the Satria Podomoro Lions Jakarta basketball club.

The researcher suggests that the Satria Podomoro Lions Jakarta Club consider developing programs for active listening, effective verbal communication, and more structured empathy. Additionally, increasing the frequency of feedback given to athletes and coaches of Satria Podomoro Lions Jakarta is recommended, focusing more on creating a pleasant atmosphere during training.

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