

# INTERPERSONAL COMMUNICATION STRATEGY OF BADMINTON TRAINER IN INCREASING THE MOTIVATION OF WOMEN'S DUAL ATHLETES DJARUM JAKARTA DURING THE COVID-19 PANDEMIC

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## Abstract

*Interpersonal communication of badminton coaches has a role in growing the confidence of women's doubles athletes to increase motivation in training activities. Because during training activities, women's doubles athletes experience a decrease in confidence during the COVID-19 pandemic which has an impact on physical condition and performance. The research method used in this study is a qualitative research using McClelland's theory of motivation. The data collection of this research was collected by interview, informants were five badminton coaches and five women's doubles athletes at the Djarum Badminton Association Jakarta. The results of this study indicate that interpersonal communication used by coaches and women's doubles athletes can prove that interpersonal communication can be used to convey messages with the occurrence of proximity to get the results directly. In accordance with McClelland's motivational theory, the need for achievement provides a strategy regarding mastery of playing techniques during training activities as an understanding of achieving achievements and athlete benchmarks so that relationships can be established, affiliation plays a role in growing the athlete's social spirit as self-confidence that is intertwined by increasing motivation during the COVID-19 pandemic. 19, the power of fostering women's doubles athletes to have a leadership spirit and responsibility for their own personality.*

**Keywords:** *Interpersonal Communication, Coach, Athlete, Motivation, COVID-19*

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## 1. INTRODUCTION

Since the COVID-19 pandemic, the public is encouraged to always comply with health protocols by keeping a distance in accordance with the regulations set by the Government to prevent transmission of the corona virus. Moreover, every activity requires limits in interacting, not least when exercising. Badminton sports activities at the Jakarta Djarum Badminton Association (Djarum Jakarta) were also affected by a number of major competitions which resulted in gatherings with many people, so they were canceled in order to maintain the health and safety of the badminton players and the badminton players in quarantine to focus on undergoing intensive training. However, during training activities, athletes are faced with various things, especially for women's doubles athletes who experience a decrease in self-confidence.

The decline in self-confidence was experienced by athletes due to a lack of motivation during the COVID-19 pandemic, and women's doubles athletes were required to appear compact in establishing interaction and teamwork on the field.

The factor behind the decrease in self-confidence of an athlete during this pandemic is because they experience a transition from a very active lifestyle to being isolated, so they experience boredom during training activities. The emergence of a pandemic situation experienced by women's doubles athletes will certainly affect their physical condition and performance. One of the main aspects that an athlete needs to get is attention or motivation. Motivation plays an important role to help the process in a person to do something in an effort to achieve goals, so it is necessary to instill strong motivation so that the women's doubles athletes have the drive to do an exercise activity with enthusiasm. This difference is contrary to the situation before the pandemic period, when normal conditions often the Djarum Jakarta Badminton Association (Djarum Jakarta) held badminton championship tournaments from the national to the international level.

When in this condition, what is needed by the women's doubles athlete is someone who can awaken the athlete to keep the spirit, so that the hope of getting back up can be realized. The form of coaching a personal trainer is very much needed as the main place for athlete growth in the midst of the COVID-19 pandemic so that athletes can stay focused in carrying out training activities. The coach provides strategies that can be accepted and conveyed to athletes through communication, such as orders, prohibitions, cues, as well as criticism and suggestions in providing evaluations. A good interpersonal communication will result in good closeness between the coach and the athlete, the impact is that all training activities provided by the coach will be more easily accepted and understood, besides that good communication will increase the

motivation of athletes in training so that the expected achievements can be started with good communication between coaches and athletes.

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Changes that occur in aspects of life today, bring people into a new era or New Normal, where this condition makes people limit all activities that have the potential to have meetings with many people and have to make peace with the corona virus pandemic (COVID-19). In general, the corona virus was first discovered in the city of Wuhan, China in December 2019 and was caused by SARS-CoV-2, which is a new category of virus from the corona virus that can cause respiratory tract infections. According to the WHO (World Health Organization) or often known as the World Health Organization, it was officially announced that the corona virus (COVID-19) appeared in Indonesia on March 9, 2020 (Covid19.go.id, 2020). The government urges the government to always comply with health protocols as an effort to reduce the risk of spreading the virus, including the use of masks when outside the home, diligently washing hands with soap, keeping a distance of at least two meters from others, and not being in crowds (Dewi, 2020).

The challenges of internal communication during the pandemic make us aware that a personal approach is the main thing to strive for. Such as interpersonal communication that can control interactions with various goals and backgrounds. The notion of interpersonal, namely the relationship that exists when exchanging information between two people, in the form of communicators and communicants who communicate with each other, interact face-to-face and allow the communicant to capture reactions directly (Devito, 2013). The difference between interpersonal communication and other communication lies in the feedback given. The success of effective interpersonal communication can be observed based on how the delivery of the message is conveyed. Interpersonal communication is a necessity in the sports environment,

namely as a bridge or means of unifying between coaches and athletes, because interpersonal communication is a component of supporting the appearance and success between coaches and athletes at the Jakarta Djarum Badminton Association in winning a competition. A coach who acts as a communicator in expressing messages in the form of directions, instructions, and cues to be notified to his athletes who are marked as communicants for the recipient of the message.

The Djarum Badminton Association or PB Djarum is the owner of the Djarum Group through the Djarum Foundation, even this sports club is one of the clubs that has succeeded in producing prospective athletes who excel in their fields. Founded in 1974 in Kudus City, Central Java, it began with PB Djarum as a place for activities to channel hobbies and hobbies of Budi Hartono (CEO of PT Djarum) and employees of PT Djarum in badminton (Pb Djarum, n.d.). The location of the PB Djarum academy is divided into two places. First, it was inaugurated in Kudus (1974) for the male or female single athlete sector. Second, in Jakarta (1985) for the men's and women's doubles athlete sector. Starting from here, the Djarum Badminton Association built an international standard badminton sports hall (GOR), which was inaugurated in 2006 in Kudus under the name GOR Jati (PB DJARUM - FACILITIES, n.d.). GOR Jati is a training and coaching facility for the athletes of the Badminton Association of Djarum Kudus for male and female singles. Meanwhile, the men's and women's doubles badminton athletes were placed for training at the Jakarta Djarum Badminton Association to produce talented young athletes and make the nation proud with achievements in the field of badminton.

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### **3. RESULT**

#### **A. Interpersonal Communication between Badminton Coach and Women's Doubles Athlete Djarum Jakarta**

When conducting a badminton sport session at the Jakarta Djarum Badminton Association, the coach directed the communication process with the women's doubles athletes. The three informants revealed that this interpersonal communication was used by the coach to discuss by giving messages and it was accepted by the women's doubles athletes and vice versa, as follows:

Informant 1

"If we have the same communication problem, it means that there is good communication between me and the athletes, the goal is to tell them how to excel and so on. Others, the honesty of the athletes themselves tell everything that is felt during training activities."

Informant 2

"This is already a question. Okay, for communication, it's important, Ms. I give input on shortcomings and also the positive impact of the activity process in the field, and I also provide evaluations, provide support to athletes and exchange ideas too"

Informant 5

"Communication relationships with athletes must be honest with the coach on weakness problems so that the problem can be solved, I instilled it to be open to each other, just like a friend alone as a coach"

The statement of the badminton coach is also in line with the answers of informants 6, 7, 8 and 10, namely when the interpersonal communication process with the coach held a joint discussion, the following is an excerpt from an interview conducted by the author:

informant 6

"The trainer's communication usually provides an explanation of the material or training methods about the training session later and I also ask for suggestions about today's training, the coach's response also gives good instructions, it should be like this and other positive support, basically" informant 7

"Communication, the trainer helps to provide knowledge or materials during practice, because the coach knows and has experience in his field, if you talk, it's not too stiff, usually just relax and flow"

Informant 8

"Communication is the solution to all problems, it must be with the coach, my closeness with the coach, the coach also always gives suggestions, so that I can develop even more, become a champion who makes me strong"

Informant 10

"Hmm, sharing or communication continues to be built with the coach if we can talk to each other and discuss the problem, so that the coach can also help, so don't keep the secrets if it's a training problem, the coach will know"

In addition, support to motivate Djarum Jakarta women's doubles athletes was conveyed by informants 3 and 4 as encouragement to encourage athletes, as follows:

Informant 3

"Okay for communication about training, motivating multiple athletes about providing strategies and goals to direct them on the path of achievement and discussions that can strengthen athletes"

Informant 4

"Interaction with athletes is a form of support, providing material and personal communication for us to exchange information about the athlete's problem or me to the athlete, the goal is to play with perceptions so there won't be any miscommunication"

Then the statement is similar to that of informant 9 regarding the provision of encouragement from the trainer, as follows:

Informant 9

"The communication between my trainers is that I often talk, often give motivational enthusiasm, assisting the athletes to improve their mastery in terms of skills and techniques"

The close relationship between badminton coaches and women's doubles athletes aims to provide messages in the form of direction and support for women's doubles athletes to receive these messages more effectively. With the effectiveness of the message, it is easy for the coach to direct the athlete by increasing motivation.

*"Untuk mengembangkan prestasi, perlu pemahaman karakter atlet dan penyesuaian latihan juga dari pelatih dan kerjasama dengan tim"*

## **B. Communication Applied to Increase Motivation During the COVID-19 Pandemic**

### **1. Communication Strategy as a Measure of Success**

In this question, the researcher asked the strategy instructed by the badminton coach in building motivation during the pandemic at the Djarum Badminton Association, Jakarta. As stated by informants 3, 4, and 5:

*Informant 3*

*"Be more careful and keep your balance until the last practice with the team on the field, as well as being united in analyzing the opponent's strengths and weaknesses, it can be a strategy to compete later"*

*Informant 4*

*"For children, they usually practice, practice to hone their abilities. Train with their doubles team, try things that are effective so they don't get bored, stay productive so they can focus"*

*Informant 5*

*"Hmm, if the strategy is yes. The initial warm-up is running in place to stretch the muscles so that they don't get tensed during training and ask the athletes what their current condition is, because of the pandemic conditions to keep the body from being too tired."*

*During interviews with the coaches, the coach explained that the achievement lies in the strategy given to the women's doubles athletes. The form of providing this strategy starts from encouraging athletes to continue to develop during the COVID-19 pandemic, by always paying attention to the physical health of athletes by doing their best in badminton training activities to produce an achievement. So that according to informants 1, 3, and 5 achievement is a measure of success in achieving achievement.*

*Informant 1*

*"Djarum athletes when competing with their opponents, actually winning or losing is not the benchmark for their success but how do they make that success even better."*

*Informant 3*

*"One of them pays attention in the form of experience to athletes about the material, as well as their benchmark when achieving athlete achievement motivation"*

*Informant 5*

*"To develop achievement, it is necessary to understand the character of the athlete and to adjust training as well as from the coach and cooperation with the team"*

Basically the process of badminton, achievements are not only obtained from championships and competitions, but the coach explains strategies regarding mastering game techniques during training activities during the COVID-19 pandemic. Aside from being an understanding in achieving separate achievements for women's doubles athletes, training activities are a measure of success by encouraging athletes to be motivated and becoming a challenge for individuals in an effort to win.

## 2. Communication Approach In Building Confidence

Although the coach has the status of a coach on the field, outside the field the coach also places himself as a friend or parent for his students. In the explanation of informant 2, as follows:

*Informant 2*



“We get together for stories or there is one athlete who wants to talk to his coach. It's more personal, so that no one else knows, I'll give advice because my role can be said to be the bride of their parents here”

"The relationship for communication is good, just flow. Besides being a mentor, I also control the exercise program as their friend.”

Then according to Informants 1, 4, and 5 who have the opinion that in addition to communication occurring in the field, communication outside the field also has a role to establish kinship as a means of creating a way out in building closeness.

Informant 1

"The communication, outside of my training with the athletes, is sharing, sometimes the athletes also want to share with their coaches about what happened during training or something"

Informant 4

"If they have free time, there is usually an evaluation of improvements for the development of exercises that have been carried out with the team in the field, the tricks so that they become additional insight for athletes as well"

Informant 5

*“Sebenarnya pandemi ini bukan akhir dari segalanya ya, artinya untuk membangun rasa percaya diri ya tentu butuh dukungan, support dari pelatih dari teman-temennya untuk bangkit dan percaya diri”*

Dari penjelasan mengenai kepercayaan diri tersebut diperlukan pemberian motivasi kepada atlet ganda putri terutama dalam sesi latihan, untuk berprestasi, bangkit dan berusaha di keadaan saat ini. Dengan memiliki peran atau sebuah kedudukan yang mampu membantu meningkatkan motivasi saat atlet mengalami penurunan kepercayaan diri dengan komunikasi antarpribadi.

Informant 5

"Actually, this pandemic is not the end of everything, it means to build self-confidence, of course you need support, support from coaches from friends to get up and be confident"

From the explanation regarding self-confidence, it is necessary to provide motivation for women's doubles athletes, especially in training sessions, to excel, get up and try in their current circumstances. By having a role or a position that can help increase motivation when athletes experience a decrease in self-confidence with interpersonal communication

### 3. Building Motivation of Power as a Sense of Responsibility

In this question, the researcher asked questions related to building motivation for power during a training session at the Djarum Badminton Association, Jakarta. In the badminton sports process, informants 1 and 3 provided the need for power to increase motivation by giving direction to the women's doubles athlete related to the need to achieve a leadership position. The following is a statement made by the coach:

Informant 1

"I tell the athletes to have a leadership spirit at least for themselves. To be disciplined in the form of time or other disciplines"

Informant 3

"In the doubles athlete activity, I choose with my partner on the field, in that position it is the responsibility of the individual to master the game"

The two informants interpreted that power motivation was built by coaches so that women's doubles athletes were given guidance to increase motivation by providing direction during the process of sports activities. The same thing was conveyed by informant 7:

informant 7

"The trainer gives support and input to be able to become a leader for yourself and build teamwork"

Informant 8

"One of them can put yourself as a leader to motivate yourself, yes by having a confident attitude to develop talent again"

In addition to behaving as a leader, especially for himself. Another thing to be a spirit for the women's doubles athletes to do more exercises in practice. Furthermore, according to informants 2, 4, and 5, the process of sports activities can be shown to be a responsibility while in the field.

Informant 2

"Actually, it's not much different from honesty. Athletes, if they are honest during training, must have an influence on the field of their fellow teams, yes they can become champions too, as a coach, I still supervise during training"

Informant 4

"I teach athletes to be able to control their bodies in the game as well as positive thoughts consequently to their personalities on the field"

Informant 5

"If they have a business, have an impact on the training program, this is when athletes can position themselves with focus, fellow partners well"

Basically, having confidence in yourself is needed to be able to focus on the directions given both during training sessions or championships. So that various factors can be determined to influence goals responsibly and make achievement the main target to explore the aspect of the need for power by increasing motivation in badminton sports activities.

#### **4. DISCUSSION**

Based on the data analysis that has been described above, the researcher will conduct a discussion by explaining based on the theories that have been listed in chapter 2 as a support. In the results of interviews, researchers have asked questions that were answered by informants, which will later become research data for researchers to process into McClelland's motivational needs model. The existence of this theory helps researchers classify the answers that have been obtained from informants into McClelland's motivation theory regarding motivation with the need for achievement, affiliation, and power to find out how the coach's interpersonal communication strategy in increasing the motivation of Djarum Jakarta women's doubles athletes during the COVID-19 pandemic.

##### **A. Interpersonal Communication between Badminton Coach and Women's Doubles Athlete Djarum Jakarta**

According to Devito quoted by Liliweri on the process of closeness and intimacy that occurs when communicating, with the aim that the message conveyed has a direct effect. Therefore, interpersonal communication first begins with a psychological approach, to create closeness and intimacy to give a message with the occurrence of closeness to the women's doubles athlete to receive the message by getting the results directly. In addition, good communication will also increase the motivation of athletes in training so that what is expected can be achieved by starting through communication.

Based on data analysis, it can be concluded that from the results of interviews with informants 1, 2 and 5 who use communication as a means to get closer between coaches and athletes, namely by giving each other input and direction about the problems being faced or exchanging information. The preparation of the training program also confirmed the three pairs of informants namely informants 6, 7, 8 and 10 of the messages they conveyed. Both feel comfortable to be invited to discuss in solving problems. The presence of a coach will feel lighter if it provides a source of inspiration and a source of strength to be able to communicate well with the athletes so that they have a serious condition in carrying out the given training program.

Especially in the interpersonal communication delivered by the coach, especially during this pandemic, where women's doubles athletes experience a decrease in motivation and confidence. The existence of a badminton coach is felt as something positive for him. The researcher concludes that informants 3 and 4 are included in giving directions that are awakening athletes such as encouragement.

This is in accordance with the statement of informant 9 received from his coach as mastery in the game. As a leader in the field of sports, the coach must have extensive experience and master various disciplines to support sports training from various aspects of decision making, motivating, and establishing interpersonal relationships and being a leader in a group with confidence (Monty, 2000).

#### **B. Communication Strategy of Badminton Trainers on the Motivation of Djarum Jakarta Women's Doubles Athletes During the COVID-19 Pandemic**

Researchers in this sub-chapter carry out the grouping process and then discuss the results of the interviews that have been conducted previously. The results of the interview are in the form of information obtained from the informant in accordance with the perspective and experience of the informant concerned. During the analysis process, the results of the interviews were linked with several existing theories to answer the formulation of the problem in this study. Then, based on several factors, they are grouped to find out related to increasing athlete motivation during the COVID-19 pandemic. Giving motivation makes it easier for someone to carry out activities that are motivated by energy, direction and motivation in carrying out activities that are the goal. Basically, motivation is related to the drive and willingness to be an attraction to form skills or expertise in holding various activities that are a commitment to fulfill their obligations (Siagian, 2011).

Researchers grouped the informants' answers into McClelland's theory of motivation regarding motivation with needs, achievement, affiliation, and power (McClelland, 1987). The three motivational needs explain how motivation needs are with different indicators, so that the motivational needs of Djarum Jakarta women's doubles athletes during the COVID-19 pandemic can be analyzed using this model theory. The following are the results of the analysis of this study based on motivational needs, as follows:

a. Achievement

According to McClelland, this motivational need is used for achievement needs to motivate in an activity as a goal to achieve achievement. The search for this opportunity is the hope of obtaining satisfaction in doing something good. In the process of badminton, women's doubles athletes do not just provide knowledge, but also provide values derived from strategies regarding mastering game techniques during training activities. In addition, badminton coaches have built a scoring system as a benchmark for the success of their athletes in reflecting on their achievements in each training session. In this study, the researcher found that the strategy of making training efforts was a success in working with teams in the field. Informants 3, 4, and 5 also conveyed strategies regarding balance to master game techniques during training activities as an understanding in achieving separate achievements for women's doubles athletes. A team is able to rise up with an attitude of hard work, discipline, and coaches and athletes and smoothly carry out the interaction process to develop during the COVID-19 pandemic.

In addition, training activities are a need for achievement in measuring success by encouraging athletes to be motivated and becoming a challenge for individuals in an effort to achieve victory goals. Informants 1, 3, and 5 have their own interpretations in measuring the athlete's ability, so the researcher concludes that there can be a very close relationship between coaches and athletes by building a comfortable atmosphere during training sessions with women's doubles athletes. The goals of each female doubles athlete can be discussed with the coach in order to form a strategy with the desired achievement.

b. Affiliate

The need for affiliation is an individual's drive to have good interpersonal and social relationships by needing someone in social life. Likewise in badminton, there is a role for affiliated motivation in each individual. Besides the closeness between the coach and the athlete, there is a good relationship in the field that is formed in such a way. In the results of the study, the researchers concluded that the perceptions of informants 2 and 3 were that the communication approach to the athletes was useful as their comfort in practicing. Communication is done using discussion forums or sharing sections at the end of the off-field

practice. Where the coaches provide input to their athletes such as the results of the exercise that has just been done.

Furthermore, in this case the researcher concludes from the three informants 1, 4, and 5 including the affiliation needs needed for communication outside the field as strengthening familial closeness in the form of acceptable directions to improve or build strategies during training activities. McClelland stated that in everyday life, humans always feel deprived, the perceived state is a form of need with other individuals during their life span. This is also evidenced by informants 9 who share the perception of communication as a form of kinship.

By understanding the character of each athlete he trains and also knowing the problems that are being faced by the athlete in accordance with the perceptions of informants 1, 2, and 5 the researchers conclude that in showing some good communication activities can increase self-confidence by motivating Djarum women's doubles athletes Jakarta to be able to help solve the problems faced, in order to build the performance of athletes on the field.

Badminton plays an important role in growing the social spirit of the women's doubles athletes, built to know each other to interact with each other by having a good social spirit to be accepted in the dormitory environment, friends and coaches to be able to adjust their personalities in their place. In addition to affiliation motivation, women's doubles athletes will have good relations with other people

c. Power

The need for power is an expectation to have power, influence and control other individuals. McClelland explained that the need for power has a responsible character, trying to influence other individuals. But in the field of badminton, it is necessary to increase the motivation of power. This motivation aims to make the women's doubles athletes have the spirit to achieve the goals of each individual. Through the results of the study, the researchers concluded that informants 1 and 3 instilled the need for this power to increase the motivation of each female doubles athlete by fostering in badminton sports activities. This is intended so that women's doubles athletes at least have the soul to be a leader, especially for themselves. This is in accordance with the statements of informants 7 and 8 who convey the same thing.

On the other hand, motivation is thought to be a state or self-promoting energy that leads to the achievement of goals in certain fields (Mangkunegara, 2012). The success of the need for power can be seen from the skills of each individual, so that there is motivation that is formed in accordance with the expected goals. In addition, the women's doubles athletes are equipped with the skills or insights conveyed by the badminton coaches through good information.

Furthermore, the researcher concluded that informants 2, 4, and 5 created a sense of responsibility and honesty towards their partners in the field. There is a personal belief in women's doubles athletes to have influence and consequences in undergoing training by creating a social spirit to the surrounding environment. Women's doubles athletes who have the spirit of a leader will consider themselves responsible for the consequences of the game technique conveyed by the coach, during practice or during outside matches. So that this sense of responsibility becomes sufficient capital for him, for further success. In addition, controlling himself not to pursue his passions and make his choices wisely by not causing bad things to himself or to others.

## 5. CONCLUSION

Based on the research that has been done, it can be concluded, as follows:

- a. Interpersonal communication carried out by the coach, especially during this pandemic period, makes the process of open interpersonal communication used to give messages with the occurrence of proximity to women's doubles athletes to receive the message by getting the results directly.
- b. Achievements, in the badminton sport process, are obtained from championships and competitions by providing strategies regarding mastery of game techniques during training activities as an understanding in achieving separate achievements for women's doubles athletes. The openness of a coach is to be a benchmark for athletes' abilities, so that a very close relationship between coaches and athletes can be established by building a comfortable atmosphere during training sessions with women's doubles athletes.
- c. Affiliation, badminton plays an important role in growing the social spirit of the women's doubles athletes, self-confidence is needed by establishing a communication by increasing the athlete's motivation to be able to help solve the problems they face, due to lack and decreased confidence during the COVID-19 pandemic which was eliminated of women's doubles athletes so that it does not happen again in order to build athlete performance on the field.
- d. Power, instilling the need for power to increase the motivation of each female doubles athlete in fostering in badminton sports activities to have a leadership spirit towards her own personality. Women's doubles athletes who have the soul of a leader will assume responsibility for the consequences of the game technique conveyed by the coach, during practice or during outside matches

## 6. SUGGESTION .

For further research, it is expected to be able to master the problem as a whole, so that research can be more in-depth. So that the research can run as expected. It is advisable to add senior trainer informants who have a longer period of experience as research subjects.

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