

14. Semua pihak yang telah banyak memberikan bantuan dan arahan dalam penyelesaian penyusunan skripsi ini.

## **PENGALAMAN KOMUNIKASI PENGASUH PENYANDANG CACAT GANDA DI PANTI ASUHAN AL-RIFDAH**

(Studi Fenomenologi Komunikasi Pengasuh Penyandang Cacat Ganda di Panti Asuhan Al-Rifdah)

### **ABSTRAK**

Permasalahan dalam penelitian ini adalah komunikasi antara pengasuh dengan anak cacat di Panti Asuhan Cacat Ganda Al-Rifdah. Hal ini karena, didalam berkomunikasi pengasuh membutuhkan cara tersendiri agar mampu memahami apa yang disampaikan anak cacat ganda kepada pengasuh, di samping itu anak cacat ganda juga membutuhkan perilaku khusus dalam berkomunikasi. Tujuan dari penelitian ini adalah untuk mengetahui pengalaman dari pengasuh penyandang cacat ganda.

Metode penelitian yang digunakan adalah metode penelitian deskriptif kualitatif dengan pendekatan fenomenologi. Adapun teknik pengumpulan data dilakukan dengan observasi, wawancara mendalam dan studi pustaka. Subjek dalam penelitian ada tiga informan dari Panti Asuhan Cacat Ganda Al-Rifdah. Paradigma yang digunakan dalam penelitian ini adalah paradigma konstruktivisme. Landasan teori yang digunakan dalam penelitian adalah Teori Penetrasi Sosial menurut Altman dan Taylor dan Interaksi Simbolik menurut Mead and Blummer.

Hasil dari penelitian ini yaitu pengalaman komunikasi ketiga informan pengasuh anak cacat ganda sama-sama memiliki kesulitan dalam hal berkomiikasi dan berinteraksi. Dengan adanya interaksi simbolik pengasuh bisa memahami makna pesan yang di sampaikan anak kepada pengasuh. Ketiga informan juga perlu melakukan pendekatan dan penyesuaian. melalui pendekatan Komunikasi Antar Pribadi pengasuh akan semakin intim dan nyaman satu sama lain. Dari penelitian ini pengalaman komunikasi pengasuh anak cacat ganda di Panti Asuhan Cacat Ganda Al-Rifdah terdapat berbagai kesulitan terutama saat pengasuh berinteraksi dengan anak cacat ganda. Pendekatan yang dilakukan pengasuh memiliki hambatan dalam berkomunikasi maupun memahami pesan yang disampaikan anak penyandang cacat ganda, karena penyandang cacat ganda notabe nya sudah memiliki keterbatasan mental dan fisik sejak lahir. Keterbatasan dalam penelitian

ini adalah hanya meneliti pengalaman komunikasi pengasuh dipanti Panti Asuhan Cacat Ganda Al-Rifdah. mungkin akan lebih beragam lagi pengalaman komunikasi untuk penelitian selanjutnya dengan tema yang berbeda.

***Kata Kunci : pengalaman, Komunikasi, Pengasuh, Penyandang Cacat Ganda***

## THE COMMUNICATION EXPERIENCE OF CAREGIVERS FOR CHILDREN WITH MULTIPLE DISABILITIES IN AL-RIFDAH ORPHANAGE

(A Communication Phenomenology Study of Caregivers for Children with  
Multiple Disabilities in Al-Rifdah Orphanage)

### ABSTRACT

The problem in this study is the communication between caregivers and disabled children in Al-Rifdah Multiple Disabilities Orphanage. This is because, in communicating, caregivers need their own way to understand what is conveyed by children with multiple disabilities to them. In addition, children with multiple disabilities also need special behavior in communicating. The purpose of this study is to find out the experience of caregivers for people with multiple disabilities.

The research method used was a descriptive qualitative research method with phenomenological approach. The data collection techniques were observation, in depth interviews and literature study. Subject in the study were three informants from Al-Rifdah Multiple Disabilities Orphanage. The paradigm used in this study was constructivism paradigm. The theoretical bases used were The Theory of Social Penetration by Altman and Taylor and Symbolic Interaction by Mead and Blummer.

The results of this study showed that the three caregivers found difficulties in communicating and interacting. With the help of Symbolic Interaction, the caregiver could understand the meaning of the message conveyed to the caregiver. The three informants also needed an approach and adjustment. By an interpersonal communication approach, the caregivers would be more intimate and comfortable with each other. From this study, there were various difficulties in the communication experience of the caregivers for people with multiple disabilities at Al-Rifdah Multiple Disabilities Orphanage, especially when caregivers interacted with children with multiple disabilities. The approach taken by caregivers has obstacles in either communicating or understanding the message conveyed by children with multiple disabilities because people with multiple disabilities had already had mental and physical limitations since they were born. The limitation in this study is that it only examined the caregivers' communication experience at Al-Rifdah Multiple Disability Orphanage. There may be more diverse communication experiences for further research with different themes.

**Keywords:** *Experience, Communication, People with Multiple Disabilities*



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