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An Investigation of Item Difficulties in Assertive Communication Based on 2

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Yogyakarta Cultural Values

Abstract

Commented [W11]: The title of this paper should be "Development of an instrument of assertive communication scale based on Yogyakarta Cultural Value".

7	This research examines the difficulty pattern of assertive communication scale instrument
8	items containing spiritual values. The research and development design applies ADDIE work
9	procedures (Analysis, Design, Development or Production, Implementation or delivery and
10	Evaluation). The participants of the item development and item difficulty test were 425
11	junior high school adolescents in Yogyakarta who were selected using stratified random
12	sampling technique. The data analysis technique used the Rasch model. The findings show
13	that the item difficulty pattern from the aspect of assertive communication contains cultural
14	values which consists of 20 items indicating that item number 6, which reads "I respond to
15	the words/advice of my parents with harsh words because for me it is nonsense." with +1.57
16	logit indicates that this item is the most difficult for respondents to agree on in the cultural
17	value-based assertive communication scale instrument that has been answered by the
18	respondent. Meanwhile, item number 19, which reads "I respect religious differences among
19	my friends or neighbours" is the item most respondents agree on.

Key words: Assertiveness, Assertive Communication, Rasch Model, Item difficulty

Commented [W12]: The abstract present a brief and clear outline of the research. The Abstract Findings section no longer presents statistical data but only the final conclusions of the research results.

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Introduction

Communication style is an individual characteristic that is reflected in communication 2 behavior that refers to a certain way of receiving/decoding messages, personal qualities in 3 processing/interpreting messages, and specific ways of expressing responses/feedback 4 (Urea, 2013). Among the communication styles, assertiveness is the most ideal 5 6 communication style (UK Violence Intervention and Prevention Center; Marcus, 1987; Burgon & Huffner, 2002; Okmura, Maguire, Levett-Jones, & Stone, 2016). Assertive 7 communication shows the individual's ability to confidently express what is felt, thought and 8 9 believed, and at the same time the individual respects the right of third parties to have a different point of view (Hellriegel and Slocum, 2009). In contrast to passive and aggressive 10 11 communication styles, by communicating assertively, individuals are able to interact effectively, comfortably express true feelings and thoughts, solve problems with or without 12 the help of others, develop and improve life skills, and are able to understand shortcomings 13 and strive to become better. good (Asrowi & Barida, 2013). Through assertive 14 communication, individuals are free to make choices and apply them, and are responsible 15 for their actions (Acocella & Calhoun, 1995). Assertive communication is also an effective 16 and adaptive self-defense mechanism, thus preventing individuals from poor emotional 17 management techniques (Falentina and Yulianti, 2012). Individuals who are able to 18 19 communicate assertively can restore awareness about their rights to live happily and with dignity, and have confidence in the functioning of their minds and beliefs to face life's 20 challenges (Rusmana, et. al, 2020). In addition, assertive communication skills can also 21 22 improve emotional adjustment, personal, relationships with the opposite sex, social, 23 academic, and overall adjustment (Parmaksiaz, 2019).

Several studies have mentioned the relationship between assertive communication and 24 various dimensions of the individual's self. Assertive communication can reduce levels of 25 anxiety, stress, and depression (Widjaja and Wulan, 1998; Budi, 2009; Eldeeb, Eid, & 26 Eldosoky, 2014; Indrawati, Setyorini, and Padmomartono, 2014); Revayat & Nayeri, 2014; 27 Jung, 2014). When individuals are able to communicate assertively, they can reduce 28 mobbing or bullying (Leymann, 1996; Zapf, 1999; Vandekerckhove & Commers, 2003; 29

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Yildirim & Yildirim, 2007; Murray, 2009; Karakas & Okanli, 2015). Assertive communication 1 can also improve time management skills, self-esteem and the ability to negotiate more 2 effectively (Abed, El-Amrosy, & Atia 2015). Moreover, assertive communication can increase 3 4 individual motivation and academic achievement (Putri & Elmiati, 2017; Tılfarlıoğlu & 5 Akyürek, 2017; Ogunyemi & Olagbaju, 2020). Various benefits and linkages of assertive communication with other dimensions provide a consideration that assertiveness should be 6 developed in the educational environment (Gultekin, Ozdemir, & Budak, 2018; Bulut, et. al, 7 2019). 8

9 In general, a lot of research related to assertive communication has been done. However, portraits of assertive communication based on Yogyakarta's cultural values have not been 10 11 found. In fact, assertiveness is a well-known approach in western psychology to increase individual self-efficacy. However, few studies explore how assertiveness can be adapted for 12 13 people from collectively oriented cultures for example in Asia (Chan & Rowe, 2014). Assertiveness needs to be reviewed in terms of linguistic and socio-psychological aspects, 14 cultural specificity and context-bound meaning (Stolyavora, Fedotova, & Prigozhina, 2018). It 15 is even stated that cultural affiliation is more meaningful than gender which affects 16 individual assertive communication (Florian and Zernitsky-Shurka, 1987). 17

18 This article proposes the development of an assertive communication scale instrument 19 based on Yogyakarta cultural values and examines the level of difficulty of the psychological 20 scale item. There are four dimensions of assertive communication, namely effective dialogue ability, constructive feedback, conflict resolution, and non-verbal communication (De Oca, 21 2016). Meanwhile, the cultural values of Yogyakarta are based on Law Number 13 of 2013 22 concerning the Privileges of the Special Region of Yogyakarta, Regional Regulation Number 4 23 of 2011 concerning the Cultural Values of Yogyakarta, and Regional Regulation Number 3 of 24 2017 concerning the Maintenance and Development of Culture, consisting of religious 25 26 values. spiritual values, moral values, community values, customary and traditional values, educational and knowledge values, technology values, spatial and architectural values, 27 livelihood values, artistic values, language values, values of cultural heritage objects and 28 cultural heritage areas, values of leadership and governance, the value of struggle and 29

Commented [W13]: It is necessary to add an empirical study on the scope of the Jogjakarta or Indonesia region, Thus it is known whether these instruments are new or developed products.

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1	nationality, and the value of the typical spirit of Yogyakarta. The dimension of assertive
2	communication is elaborated on values related to relationships or interactions between
3	individuals and other people, namely religious-spiritual, moral, social, language, and the
4	values of the typical spirit of Yogyakarta.
5	
6	Method
7	The following sub-headings should be used in this section.
8	
9	Research Design
10	Research applies ADDIE research and development work procedures (Analysis, Design,
11	Development or Production, Implementation or delivery and Evaluation) to develop
12	assertive communication scale items based on appropriate Yogyakarta cultural values.
13	
14	Population and Sample/ Study Group/Participants
15	The population of this research is all junior high school students in Yogyakarta. The number
15	of public junior high schools in Yogyakarta is 17 schools, while private junior high schools are
10	49 schools. The selection of research respondents by stratified random sampling is choosing
17	one class at each level of class VII, VIII, and class IX randomly in each school.
10	
19	
20	Data Collection Tools
21	This design begins with mapping aspects and indicators of assertive communication and
22	cultural values of Yogyakarta. In the development stage, a blueprint or grid of elaboration of
23	aspects and indicators of assertive communication and cultural values of Yogyakarta is
24	prepared. Assertive communication based on Yogyakarta cultural values can be called polite
25	assertive communication.

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2 **Data Collection**

Polite assertive communication can be operationalized as the ability to dialogue effectively, 3 provide constructive feedback, resolve conflicts well, and show non-verbal expressions that 4 match thoughts and feelings. The response to the item is equipped with an alternative 5 6 choice of Very Appropriate, Appropriate, Quite Appropriate, Not Appropriate, and Very Inappropriate which indicates the suitability of the choice with the condition of the research 7 respondent. 8

9

10 **Data Analysis**

In the implementation phase, the item validity test was carried out to students in junior high 11 12 schools in Yogyakarta. The results of the validity test were then evaluated. Data analysis of fit or misfit items using the Rasch model with Winsteps application tools. The expected 13 14 values of the mean square and standard fit index are 1.0 and 0.0, if the data fit the model. 15 Further analysis explored the level of difficulty of each item of the assertive communication 16 scale based on Yogyakarta cultural values. It is expected that items have various levels of difficulty. 17

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Findings

Based on the results of the readability test, 20 items of the assertive communication scale 20 instrument were produced. Furthermore, the researchers conducted a trial with students in 21 22 junior high schools in Yogyakarta. Based on the results of the answers, obtained 405 respondents. Data analysis using the Rasch model, the results obtained: 23

Overall, to evaluate the ability of the scale instrument to measure assertive communication 24 based on Yogyakarta's cultural values, it uses principal component analysis of residuals. This 25 component analysis measures the extent to which the diversity of scale instruments in 26 measuring assertive communication based on Yogyakarta's cultural values is measured. 27



1 Table 1.

2 Summary of Item Analysis Results

	TOTAL				MOGEL			11	OUTF	
	SCORE	COUNT	PIEAS	UNE	5.E.		aned.	1510	msq	2510
PEAN	222.1	75.0		.00	.13		.05	.05	1.10	. 24
SEM	27.5	.0		.24	.485		.0%		.88	. 33
P-50	74.7	.0		.02	.43		-24	3.22	. 36	3.45
5,50	76.6		1	.45			.25	1.25		
MAX.	349.0	75.0		.57	.28	19	.83	2.81		4.25
MIN.	\$24.0	75.0	-2	.06	.11			-2.26	.72	-2.21
REAL	MP452 .14	TRUE SD	1.01	SEP	MATION	7.16	Itee	HE	TARLETY	.90
HODEL 5.E.	RMSE .13 OF Itam MEAN		1.07	SEPI	AAT108	7,81	Itee		TABLITY	.96

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- 4 In general, the results of this analysis show that:
- The value of item reliability is 0.98. This shows that the quality of the instrument's item reliability
 aspect is excellent. This means that the items on the instrument are of quality.
- 7 2. The separation value indicates the quality of the instrument item. The larger the value of
- 8 separation, the better because it can identify groups of items from the most difficult to the
- 9 easiest more broadly. Item separation shows 7.16 means excellent, which means that the items
- 10 on the scale are able to measure the respondent's ability.
- 11

12 Table 2.

13 Unidimensionality

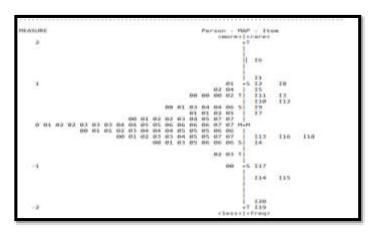
		*********		*****	******	
Table of STANDARDIZED RESIDUAL var						utits.
		Eigenvalue	Obser	wear	Expected	
Total raw variance in observations	-	45,3961	100.0%		100.8%	
Raw variance explained by measures	-	25.3961	55.95		55.4%	
New variance explained by persons					10.25	
Haw Variance explained by Items		20,7038			45.1%	
Raw unexplained variance (total)					44.6%	
Unexplored variance in 1st contrast		5.5758				
Unexplored variance in 2nd contrast	-	2.3479	5.28	11.75		
Unexpined variance in 3rd contrast				8.25		
Unexplored variance in dth contrast	-	1.3532	3.0%	6.83	£	
Unexplored variance in 5th contrast		1.2399	2.7%	6,29	6	

- 15 Table 2 shows the raw variance measurement results explained by measures of 55.9%. This
- 16 shows that the unidimensionality requirement of 20% can be met. This means that the

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instrument has good unidimensionality because it is able to measure assertive
 communication based on cultural values. Furthermore, the variance that cannot be
 explained in the first to fifth contrast by an assertive communication scale instrument based

- 4 on Yogyakarta cultural values is ideal because it is below 15%.
- 5



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Figure 1 Variable Maps

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9 Figure 1 shows all respondents (persons) that can be read on the left and items that can be10 read on the right.

Based on the output in Table 3 and Figure 1 shows that item number 6, which reads "I 11 12 respond to the words/advice of my parents with harsh words because for me it is nonsense." with +1.57 logit indicates that this item is the most difficult for respondents to agree on in 13 the cultural value-based assertive communication scale instrument that has been answered 14 15 by the respondent. Meanwhile, item number 19, which reads "I respect religious differences among my friends or neighbours" is the item most respondents agree on. The respondent's 16 answer to disagree with item number 6 is appropriate and in accordance with the cultural 17 values of Yogyakarta in the aspect of constructive feedback based on moral values. In 18 19 addition, the respondent's answer to agree that respecting religious differences is an



- 1 indicator of assertive communication based on Yogyakarta's cultural values in the aspect of
- 2 conflict resolution based on the values of the typical spirit of Yogyakarta.
- 3 Table 3.
- 4 Item Measure

		TATIST	EST MEAN	URE OR	DER								
INTRY		TOTAL		PIODEL		IF IT			PTHEAS				
HEPHDER.			PEASURE										
	114	25	1.57					.82				\$3.51	
1	132	25	1.20							-331		34.91	
i ii	140	75	1.00					.37		-341		12.1	18
2	3.61		1.05	.13				.76		36		33.25	
6 - S	159	25	714		.84			97		.361		33.11	15
i i	160	75	.97 .65 .51 .51 .37		1.15			1.00		.361		33.00	13
11	170	25	.45	.34			1.05	.41		371		32.51	111
10	181	25	.51	.11		-1.17		-1.28				31.91	110
12	181	75	-51	. 21				.08		381			112
	194	26	.37	.21		-3.77		-1.71		-381		21.41	19
	195	25	.35	.21		-2.26		2.23			42.7	21,21	17
11	254	75	29	. 25		-1.17		-1.12		.361		12.61	113
36	256	75	32	.11		- 36		231		.361		33.01	116
3.8	256	25	32	.31		-1.05		851		.361		33,01	118
4	JOR	25	-,40					1.45		. 351		34,01	
3.7	387	25	-1.01	.13	2.93	42	1.80	.04	.49		40.0	40.5	337
39	119	75	-1.73	:14	1.26	3.32	1.18	.90		-28	38.7	43.31	113
14	322	75	-1.29	.34	3,84	.28	1.30	1.45	53	.271	40.0	42.91	114
28	544	75.	-1.87	. 19	3.28	. 98	1.15	1.41			50.8	81.6	1.29
3.0	340		-2.06			3.81		4.20		. 201	77.3		119
PEAN	322.1		.80					.31				38.51	*****
10,50	24.2		1.02		. 24	1.2	36	1.4		- 11	11.5	10.5	

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Table 3 shows the logit item values that can be seen in the MEASURE column. Based on table 3, a
more in-depth analysis of fit and misfit items. To find out the fit and misfit items, you can use several
benchmark values:

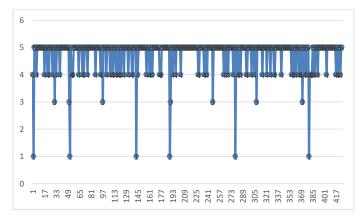
- 9 1. The INFIT MNSQ value of each item, the mean or average value and standard deviation are
- summed, then compared. A logit value greater than this value indicates that the item is misfit.
- 11 Number of logit items from Mean and S.D: 1.05 + 0.24 = +1.29. Based on this criterion (which is
- 12 greater than +1.29) then there is 1 item that is misfit, namely item number 19 with +1.83 logit.
- Outfit Mean Square (MNSQ) value is appropriate or acceptable or fit if: 0.5 < MNSQ < 1.5. Based
 on this criterion, there is 1 item that is misfit, namely item number 19 with +2.43 logit.
- Outfit Z-Standard (ZTSD) value, the item received or fit is in the category: -2.0 < ZTSD < +2.0. It can
 be concluded that there is 1 item that is misfit, namely item number 19 with a logit of +4.20.
- 17 4. The value of Point Measure Correlation (Pt Mean Cor) with a benchmark, namely: 0.4 < Pt
- 18 Measure Corr < 0.85. Then the items declared as misfit are item number 4 (+0.15), number 7



(+0.37), number 13 (+0.30), number 15 (+0.31), number 14 (-0.13), number 16 (0.20), number 17 (+0.09), number 18 (+0.17), number 19 (+0.02), number 20 (+0.02).

3 Based on the misfit order test, it can be concluded that the misfit or invalid item is item number 19.

- 4 Item number 19 reads: "I respect religious differences among my friends or neighbors". Item number
- 5 19 is part of the aspect of "Conflict resolution containing the values of the typical spirit of
- 6 Keyogyakarta". Item misfit may be because the question or statement of its nature shows a tendency
- 7 to agree with the answer Agree in accordance with the views of society in general. Figure 2 shows
- 8 that respondents tend to answer 5 or Vey appropriate with the statement item and none of the
- 9 respondents answered 2 or Inappropriate.



10 11

Figure 2. Respondents' Answers to Item Number 19

13 Item number 19 will be corrected to "I am able to accept differences of opinion with my friends who 14 have different religious beliefs". To further analyze in depth related to the rating of the choice or 15 rating used in the scale instrument, an analysis of the validity of the rating scale was carried out. This 16 assertive communication scale based on Yogyakarta cultural values consists of five alternative 17 answers.

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1 Table 4.

2 Summary of Category Structure

J	revul	IT OF	CATE 60	RY 5	TRUCTUR	E. Hod	le1-"#"	9					
į			*****		******	******	******			25		21	
									ANDRICH			0	
ł	ABEL	SCOR	E CON	(1,2)	AVAGE 8	XPECT [NURSE	Harzől (1	HRESHOLD	1	RASUME		
1										17			
		1	144	. 211				1.22[]			-2.19)		
		2	298	201	62	61	. 98	1.01]]	74	1	87	2	
	3	3	285	291	43	14	.89		-,35	1.	04	3	
	4	4	344	20					.12				
	5	5		19		1.761		1.16[]	.97		2.3231		

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4 In table 4, in the observed average column, it can be seen that the average observation starts from logit -1.03 for the choice of score 1 (Highly Disagree), then the choice of score 2 (Not Appropriate) is -5 o.62, the choice of score is 3 (Slightly Appropriate) of -0.03, then increased for the choice of score 4 6 7 (Agree) with a logit of +0.56 and a choice of score 5 (Very Suitable) with a logit of +1.19. An increase 8 in the logit value of options 1, 2, 3, 4, 5 indicates that the respondent is able to ascertain the 9 difference between the answer choices. To confirm this conclusion, it can also be seen in the Andrich 10 Threshold column which examines the value of the polytomy used. The Andrich Threshold value has moved from None then negative and continues to lead to positive sequentially indicating that the 11 12 alternative choice is valid for the respondent.

Table 5 detects a bias in each item of the cultural value-based assertive communication scale instrument on the possibility of cultural influences. The demographic variable revealed from the scale instrument is the respondent's background. Item bias is known based on the item probability value which is below 5% or 0.05.

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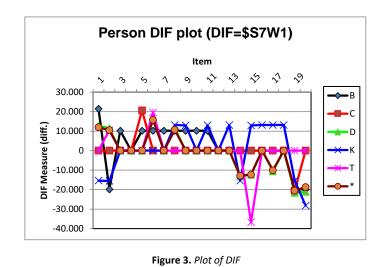
1 Table 5.

2 Differential Item Functioning

Person	SUPPORY DIF			BETWEEN-CLAY	SS/GROUP	1tes	
LASSES	CHE-SQUARED	D.F.	PROB.				Name
				**********		******	
- 5	2,3439	- A		5,3343			13
5	2.73.04			6,5860			12
5	1,7925	4	,7736	1.2941	.62		13
5	2.2149	4	.6960	.8563	.02		14
5	2,9938	4	,5584	1.9417	1.29		15
5	1.5993	4	.8442	.0901	.07	6	16
5	,9234	4	.9212	.3354	-1.86	7	17
- 5	3,8227	.4	. 5536	1.4855	,83	9	29
5	1.5415		.8191	.8018	87	1.0	110
5	,6282	4	.9599	.3551	-1.00	11	111
5	1,5779		.8126	.8632	.03	12	112
5	2.6684	- 4	.6143	1.2997	.62	13	113
5	.6879	4	.9528	.2485	-1,34	1.6	114
5	2.2953	4	.9528	2.6551			115
5	2,1360	4	,7105	1.0835	. 35	16	116
5	.8986			1.3102		17	117
5	2,8887	4	.5899	1.3765	.71	1.0	118
5	2.8566	4	.5816	1.4182		19	119
5	7,7314	4	,1016	6.7599	4.02	28	128

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- 4 Based on table 5, it can be concluded that item number 20 contains a bias, which is less than 0.05.
- 5 Item number 20 which reads "I bow when passing in front of anyone who is older" contains cultural
- 6 bias.





1 Figure 3 shows that item number 20 leads to different alternative answer choices in each different

2 cultural category.

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Discussion

Although many studies have been carried out to validate assertive communication instruments,
ranging from the ability to dialogue effectively, provide constructive feedback, perform conflict
resolution, and communicate non-verbally (de Oca, 2016; Alberti & Emmons, 1999; Mitamura, 2018;
Rathus, 1973; Galassi, et.al, 1976; Lee, et.al, 1985; Cone, 2017; Hunter, 2009; De Vries, et.al, 2013),

8 but not much research has been done to measure the hierarchy of communication item difficulties.

9 assertiveness based on Yogyakarta cultural values.

10 This culture is very important to look at in reviewing assertive communication. After all, the context 11 of assertive communication is influenced by the cultural context (Martyn, 2019; Sitota, 2018; Ellis & 12 Maoz, 2002; Giri, 2006; Croucher, Sommier, & Rahmani, 2015; Chan & Rowe, 2014; Stolyavora, et. al, 2018). Cultural background is considered a determining factor for the different features of the 13 communicative process, and culture helps to shape a person's entire understanding of his or her 14 social world. Culture-defined norms and values often dictate how people behave during social 15 16 gatherings, thus following culturally accepted verbal and non-verbal codes such as facial expressions, 17 touch, use of gestures and gaze patterns. An oft-cited depiction of the impact of cultural background 18 on individual communication and assertiveness is represented on the collectivism continuum of 19 individualism. Some European (including British) and North American cultures position themselves at 20 the end of individualism, where individuals are raised to be independent, independent and perceived 21 as more assertive. Eastern cultures, such as Chinese, Japanese, and even Arabic, tend to be 22 positioned toward collectivist cultures, where the emphasis is on being accepted into the 23 community, showing respect for elders and elders and generally avoiding direct confrontation.

24 Therefore, any assertive response may be considered inappropriate (Mansour, et. al, 2020).

25 Cultural values in Yogyakarta must also affect the concept of assertive communication that can be 26 accepted by the people of Yogyakarta. Like the development of a region, Yogyakarta is also 27 inseparable from the influence of globalization. When viewed from postmodern developments, 28 Yogyakarta cannot be separated from this. Postmodernism, born in Western secular conditions, has 29 the following characteristics: emphasizes pluralism and relativism and rejects certain absolute beliefs 30 and values; it goes against essentialism, and regards human identity as a social construct; it rejects 31 the idea that values are based on the reality of development and also rejects the essential influence 32 of human action on human destiny. By using descriptive method, this research provides a critical 33 study of postmodernism based on moral and religious values education. In educational purposes, 34 postmodernism emphasizes the institutionalization of pluralism, strengthening self-organized 35 morality in students and educational principles, avoiding dogmatism, combating systematics and 36 emphasizing individual freedom. In educational methods, it emphasizes learner-centred discourse, 37 serious attention to marginalized people, and pattern-based denial of ability. Postmodernism, while 38 enjoying a series of strong points, such as "against globalization", "against scientism" and 39 "emphasized dynamism", has many weaknesses as well. One of them is intellectual failure and **Commented [W17]:** The discussion should contain the study results that explain the Instrument items that still do not meet the criteria so that the reader understands why this could happen—then followed by relevant research related to the findings.



apparent contradiction with thought, ignorance of certain realities and knowledge, and the existence
 of intrinsic and constant values (Forghani, Keshtiaray, & Yousefy, 2015).

Several studies were conducted to explore the cultural shift in Yogyakarta that can also affect the 3 4 way of communication. Sridiyatmiko (2015) explores how the phenomenon of community dynamics 5 that occurs in Yogyakarta, especially in the Kraton, Kauman, and Malioboro areas in the face of traditional polemics and modernity. The results of this study are the dynamics of Yogyakarta society 6 7 is influenced by historical background, traditional and cultural values, dominant factors that play a 8 role in the change process including foreign capital in the context of the plantation and agricultural 9 industry, mass media (newspapers), education, modern bureaucracy, ideology (religion). The 10 traditional values that are preserved are the symbolic cosmology of Islam as the foundation for the 11 establishment of the Yogyakarta Palace, the symbolic philosophy of "manunggaling kawulan Gusti" in the Grebeg Mulud traditional ceremony (sekaten), the title of cosmic values and the symbol of the 12 13 King, the value of modern bureaucracy, the customary values of the Kauman people, the value of 14 changing the working society. community in the informal sector in Malioboro, and the attitude value 15 of Sultan Hamengku Buwono IX.

16

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Conclusion

18 In this study, it can be concluded that the communication scale instrument is of high quality. 19 However, some items need improvement so they don't contain cultural bias. Researchers need to 20 improve item number 19 and pay attention to the composition of all items in order to achieve the fit 21 criteria. For the item difficulty level, no significant difficulty was found because the respondent was

22 able to distinguish the meaning of the answer choices for each item.

other areas, it needs to be developed again.

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Suggestion

Limitation

Assertive communication scale instrument based on cultural values is very appropriate to be used to

explore students' assertive communication skills in the Yogyakarta-Central Java region. If it is used in

This assertive communication scale based on Yogyakarta cultural values can be used to explore students' assertive communication skills. School counselors can provide a range of services according to student needs based on the findings of the need assessment activity using this instrument.

Commented [W19]: This statement is a research benefit. It Has not shown suggestions for further researchers based on weaknesses or results in the study.

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why it needs to fix

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Apendix Commented [W110]: The Instrument needs to be attached. 1 2 3 References Abed, G. A., El-Amrosy, S. H., & Atia, M. M. (2015). The Effect of Assertiveness Training Program on 4 5 Improving Self-Esteem of Psychiatric Nurses. Journal of Nursing Science, 1(1), 1-8. 6 Acocella, J., & Calhoun, J. (1995). Psikologi tentang Penyesuaian dan Hubungan Kemanusiaan (Edisi 7 Ketiga). Semarang: Semarang Press. 8 Alberti, R., & Emmons, M. (1995). Your Perfect Right: A Guide to Assertive Living. Impact Publishers 9 Asrowi. & Barida, M. (2013). The Effectiveness of Assertive Training to Increase The Communication 10 Skill of High School Students in Surakarta. DEWANTARA, 1(1), 95-105. Budi, A. S. H. (2009). Perilaku Agresif Ditinjau dari Persepsi Pola Asuh Authoritarian, Asertivitas dan 11 12 Tahap Perkembangan Remaja pada Anak Binaan Lembaga Pemasyarakatan Anak Kutoarja 13 Jawa Tengah. Humanitas, 6(1), 42-55. Bulut, H.K., Clik, K.Y., Erdol, H., & Yilmaz, G. (2019). Self-Esteem and Assertivenness Levels of Nursing 14 15 Students. The European Proceedings of Social & Behavioural Sciences, 820-827. 16 Burgon & Huffner. 2002. Human Communication. London: Sage Publication. 17 Chan, B., & Rowe, M. (2014). A cultural exchange: assertive communication training in Bangkok. Asia Pacific Journal of Social Work and Development, 1(2), 45-58. 18 19 Cone, V.B.C. (2017). The Relationship Between Aggressive And Assertive Communication Behaviors: 20 Examination And Scale Development Of The Aggressive Assertive Communication Instrument 21 (AACI). Dissertation. University of Georgia. 22 De Vries, R.E., Baker-Pieper, A., Konings, F.E., & Schouten, B. (2013). The Communication Styles 23 Inventory (CSI): A Six-Dimensional Behavioral Model of Communication Styles and Its 24 Relation With Personality. Communication Research, 40(4), 506-532. 25 Eldeeb, G.A., Eid, N.M., & Eldosoky, E.K. (2014). Assertiveness and Stress among Undergraduate 26 Nursing Students at Menoufyia University. Journal of Natural Sciences Research, 4(4), 30-37. 27 Ellis, D.G., & Maoz, I. (2002). Cross-cultural argument interactions between Israeli-Jews and Palestinians. Journal of Applied Communication Research, 30(3), 181-194. 28 29 Falentina, F. O., dan Yulianti, A. (2012). Asertivitas terhadap Pengungkapan Emosi Marah pada 30 Remaja. Jurnal Psikologi, 8(1), 9-14. Florian, V., & Zernitsky-shurka, E. (1987). The effect of culture and gender on self-reported assertive 31 32 behavior. International Journal of Psychology, 22(1), 83-95.

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