

## Self-Efficacy in Overcoming Verbal Abuse in A Broken Home Family at Students of UIN Prof. K.H. Saifuddin Zuhri Purwokerto

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### Abstract

Broken home is a family state that does not lead to harmony, keruru, and family comfort, which is caused by several reasons such as divorce, death of one of the parents, or separation of others, and causing the family to be separated. The impact of Broken Home is one of them, which is unstable emotion, especially for his parents, which raises an impingement of emotions by verbal abuse to his child. Therefore, self-efficacy is needed to overcome this problem. This study aims to describe self-efficacy 3 student guidance and Islamic counseling in overcoming verbal abuse in the Broken Home family. This study uses a type of qualitative research with a descriptive approach. The techniques used in data collection are observation techniques, in-depth interviews and documentation. Data analysis uses data reduction steps, data presentation, and conclusion drawings. Verbal forms of abuse carried out by families of the three informants were generally intimidation, reduced self-esteem, and the habit of crawling children. The actions of the third self-efficacy informant in overcoming verbal abuse, namely generally by confiding in trusted people, avoiding, and correcting errors. The results of the study illustrate that the three informants had good self-efficacy in overcoming forms of verbal abuse from their families.

**Keywords:** Self-efficacy, verbal abuse, family broken home.

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## Introduction

### A. Background of the problem

The phenomenon of verbal abuse is currently quite widespread in Indonesia. Verbal abuse is a form of verbal action in the form of words that have bad emotional consequences, which hurt someone's feelings and psychology. (Mahmud, 2019). We can see forms of verbal abuse when parents scold their children, threaten, slander, or insult, such as "you are stupid", "you can't do anything", "you are a bother" and so on. If a child gets verbal abuse continuously, then this will become an obstacle to the child's development and also the child will get psychological disorders, such as being low self-esteem, pessimistic, feeling unnecessary, and so on.

Islam prohibits verbal abuse in any form. Allah Subhanahu Wa Ta'ala says in surah al-Hujurat verse 11:

يَا أَيُّهَا الَّذِينَ آمَنُوا لَا يَسْخَرُ قَوْمٌ مِّن قَوْمٍ عَسَىٰ أَن يَكُونُوا  
خَيْرًا مِّنْهُمْ وَلَا نِسَاءٌ مِّن نِّسَاءٍ عَسَىٰ أَن يَكُنَّ خَيْرًا مِّنْهُنَّ ۚ  
Amen قُلْ بَعْدَ الْإِيمَانِ ۚ وَمَن لَّمْ يَتُبْ فَأُولَٰئِكَ هُمُ الظَّالِمُونَ ۚ

Meaning: "O you who believe! Do not a people make fun of another people, (because) maybe they (who are made fun of) are better than them (who make fun of), and not women ( make fun of) other women, (because) women (who are made fun of) may be better than women (who make fun of). Don't criticize one another, and don't call each other with bad titles. -bad calling is (calling) bad (ungodly) after believing. And whoever does not repent, then they are the wrongdoers. (Al-Qur'an, 49:11.)

The family has a very important role in the life and success of children. (Mustika,

2019). But the fact is that not all families will always be harmonious during household life. Sometimes there are problems or obstacles, for example a family member commits domestic violence, so it is not uncommon for the solution to be taken by means of separation or divorce. Such a situation could included in the group of broken home families in the big Indonesian dictionary is a split in the family. (Priska, 2021).

From several cases of broken home in Indonesia, it can be seen that the family has a broken home sometimes it can have a negative effect on the psychology of children from the family. (Mistiani, 2018). And not infrequently, from the low education of parents, as well as economic, environmental factors, and the experiences of parents who experience broken homes . (Imron & Bagus, 2019). Such as not being able to control their emotions, or in other words often making children their outlet, both physically and verbally, which the person does not know, is one of the forms of violence or harassment in a family, for example verbal abuse .

The results of the researcher's interviews with 3 informants who experienced divorce from their parents, namely Islamic Guidance and Counseling students at the Faculty of Dakwah U IN Prof. .KH Saifuddin Zuhri Purwokerto. (Informant, 2022). They explained that indeed often experience this, and even become daily food. One of them is of the view that harsh or unkind remarks from their parents are just nonsense that doesn't produce any results, so you don't need to pay any attention to them. There are also those who argue that

parents' words are prayers, so every time a parent commits verbal abuse, the child will try to resist, and argue that this will be broken by itself. There are also those who become sensitive, and choose to keep distance between the parents and the child in order to minimize verbal abuse.

Without realizing verbal abuse can have a negative impact on a person's psychological development. (Informat, 2022). The violence they experience can have physical and psychological impacts. And someone who gets this treatment will feel the impact of withdrawing, being shy, afraid of parents, afraid of meeting other people, feeling more sensitive, aggressive, and so on. However, there are also some of them who are broken homes because they often experience verbal abuse, they all still have self-efficacy in solving a problem, by upgrading themselves to be better, and always grateful to Allah SWT.

Psychologically a child who experiences a broken home really needs high self-efficacy. Self-efficacy was popularized by Bandura. It was explained that self-efficacy is belief in one's ability to solve problems and tasks in life in accordance with expectations or expectations. The concept of self-efficacy has been explained in detail in the Qur'an. (Nazilatul, 2016). Self-efficacy can be interpreted as a person's belief in one's own abilities, in order to realize the success of the goals or tasks being carried out that have a high influence on one's life. A role important in a person, from how to motivate yourself, think, problem solving, as well as self-control over his behavior. As the Al-Qur'an explains that everything regarding success, glory, prosperity, one's victory in achieving

the tasks and goals being carried out is purely from Allah SWT, therefore it is ordered to Muslims to have full faith and always be optimistic in facing all obstacles and problems. Allah Subhanahu Wa Ta'ala says in surah Ar-Ra'd verse 11:

It means: "Surely Allah will not change the condition of a people before they change the condition of themselves. And if Allah wills evil against a people, then no one can reject it and there is no protector for them other than Him." (QS. Ar-Rad 11:13)

Self-efficacy is very necessary when facing verbal abuse on oneself, a person can solve problems through various abilities and potentials in himself. (Kaseger, 2013). That person will have a point of view about his future success as a key to future success, regardless of bad words from other people.

Based on the background above, the researcher is interested in conducting research related to this matter entitled "Self-Efficacy in Overcoming Verbal Abuse in Broken Home Families in 3 Students of the Da'wah Faculty of UIN Prof. KH Saifuddin Zuhri Purwokerto.

## Method

This research includes field research, namely: "A research that is carried out systematically by collecting existing data in the field". The method used in this research is to use a descriptive qualitative research method with a case study approach. The data is in the form of words and not numbers. This information can be obtained through in-depth interviews, observation and documentation. (Rahmawati & Destri, 2017). This also agrees with Bodgan and Taylor, as quoted by Abdussamadi, that qualitative

research is research that produces descriptive data in the form of written or spoken words from people and behaviors that become research resources. This study aims to analyze the qualities and maintain the form and content of behavior in humans. The results of the qualitative research emphasize meaning rather than generalization. (Prasanti, 2018).

The data displayed in this study is the result of a process of observation, interviews and documentation that provides an explanation of a problem to be uncovered. Person The first is a source of research using interview techniques, observation, and the use of instruments adapted to the research objectives. The primary data source in qualitative research is a result of actions and words obtained directly from the informants obtained by the process of recording and recording all forms using appropriate methods and media. (Samsu, 2017).

Based on the explanation above, it can be concluded that qualitative research is research whose results are descriptive, namely. in the form of words or verbal utterances from individuals who are the source of research. This study uses descriptive qualitative research, because it

describes forms of verbal abuse and forms of self-efficacy of 3 Islamic Guidance and Counseling students at the Faculty of Da'wah UIN Prof. K.Saifuddin Zuhri Purwokerto class of 2019 in dealing with verbal abuse specifically in families who experience broken homes with a case study approach.

Creswell also revealed that a case study is an examination of "related systems" or "cases/cases" that undergo thorough data collection on a regular basis and include various sources of contextual information. This limited system is bound by time and place, while cases can be investigated by programs, events, activities or individuals (Wahyuningsih & Sri, 2013).

Secondary data is supporting data obtained from parties outside the research informants whose purpose is to confirm the data. According to Azwar explained that secondary data is data obtained from indirect sources which are usually in the form of documentation, notes, scientific journals, books, and others. (Rijali, 2018). Secondary data sources from this study are scientific articles, books and articles on websites that explain self-efficacy, verbal abuse, and broken homes.

## Results

The results of the study can be described that, from the three female informants, Islamic Guidance and Counseling students at the Faculty of Dakwah UIN Prof.KH.Saifuddin Zuhri Purwokerto, two informants often experienced *verbal abuse* , and one

informant rarely experienced *verbal abuse* . Those who experience *verbal abuse* usually in the form of intimidation, and belittling children's self-esteem by comparing them to others. With *self good efficacy* , they are able to produce a form of action in overcoming *verbal abuse* , and usually they overcome it

by confiding in people they trust, avoiding, and fix an error.

Things that encourage action n *verbal* their parental *abuse is* due to internal and external factors . Internal factors include education/knowledge and external factors, namely the economy. As for Mrs. EZ, she admitted that the factors that pushed her to do *verbal* the *abuse* was due to economic factors, which caused emotions to escalate. Furthermore, Mrs. IM said that the factors that prompted her to do *verbal abuse* , namely internal factors , namely physically being tired, as well as experience dealing with economic factor problems .

It can be described that the three informants have emerged processes in achieving *self-efficacy* which include cognitive processes, motivational processes, affective processes, and selection processes. The results of data analysis obtained by researchers on the three informants, namely in the cognitive process which is an individual's belief in designing a form of action in achieving the expected goals through a thinking process, illustrates that the three informants have the desire and will of themselves to overcome forms of verbal abuse from their families so as not to have a serious impact on his psychology. The three informants often bring up cognitive processes from the way they pay attention to behavior and the consequences that they will get in taking a form of action, so as not to cause *verbal abuse* again, and understand logically that the form of *verbal abuse* committed by the family is a form of consequence. what he had done, in which the cognitive process made the three informants more introspective and self-accepting of

what they received as a consequence of their actions.

From a family that definitely has a good cognitive process, the individual will also have a good motivational process, namely a belief in the individual to motivate through his thoughts in acting and making decisions so that the expected or desired goals are achieved. The results of the analysis of the data obtained by the researchers on the three informants illustrate that the motivational process of the three informants can be seen from how they believe that they are able to overcome *verbal abuse* on themselves, where they are able to understand that everything must have a cause and effect, as is the case with *verbal abuse* as a cause, which they understand that the main cause or factor of the verbal abuse they experience is due to economic factors, therefore they are always confident to work hard after graduating from college. Able to believe in themselves that they are able to provide more value to themselves through the process that they are striving for.

The affective process is an individual's ability to control the emotions that arise in him and control anxiety and depressive feelings so as to achieve the desired goals. The results showed that when the three informants experienced feelings of sadness and disappointment from the treatment of their families who carried out *verbal abuse* , they convinced themselves enough that the insults from their families were not true, they simply emphasized to themselves that every human being has their own strengths, besides that they often entertain themselves by taking a walk with their friends, and daring several times to express their feelings

to their family regarding what they feel when they receive *verbal abuse*, with the hope of awakening their families and being able to minimize verbal abuse from happening again. According to the three informants, these activities can calm down and solve the problem a little.

The selection process is an individual's belief in selecting the right behavior and environment to influence personal development to achieve the desired goals. The results showed that the three informants had thought carefully about the behavior or form of action they would take. The IM informant stated that when he wanted to take some form of action, he would select it based on suggestions and criticisms from the results of his conversations with his friends. Likewise with the DSQ and EZ informants, who will think in advance about the consequences of their actions, as well as from the experience they have gone through regarding a particular form of action.

The process of forming *the self-efficacy* of the three informants was also influenced by the role of *the self-efficacy* they had when taking some form of action. The first role is when the informant is able to determine the choice of behavior, that is when the informant performs a form of action from easy to difficult, where the informant realizes that if he does the hard one first it will waste time. This has to do with the

*generality dimension*, where a person can understand the limits of his ability in one thing.

The second role is when informants are able to determine how much effort and fighting power they have against challenges/obstacles. This relates to the dimension of *strength*, namely the individual's strength when facing a problem/task.

The third role is when the informant is able to determine his way of thinking and emotional reaction when faced with a problem. This is related to the dimension of magnitude and the results of the cognitive process, where the informant is able to remain optimistic, not feel afraid, and apply the results of his mindset, which will make the informant not panic easily when faced with verbal abuse from his *family*. Then the predictor role.

## Discussion

Based on the results of the research that the author conducted with observation, interviews, and documentation regarding forms of verbal abuse and forms of self-efficacy in 3 students of UIN Prof. KH Saifuddin Zuhri Purwokerto Islamic Guidance and Counseling Study Program in overcoming verbal abuse in broken home families, it can be described as follows:

**A. Table 1: Forms of Verbal Abuse and Self-Efficacy of DSQ Informants.**

No	Verbal Forms abuse	Self Efficacy
1	Lowering children's self-esteem , such as comparing with others, embarrassing children , demeaning children, and mocking children.	Fix mistakes, so you don't get embarrassed anymore
2	Intimidation , such as yelling, scolding, shouting, threatening, and discrimination.	Avoiding parents who are already showing signs of verbal abuse, and correcting mistakes
3	The habit of scapegoating , such as blaming everything on informants, and criticizing them.	Confide person Which to be trusted

**B. Table 1: Forms of Verbal Abuse and Self-Efficacy of Informants EZ.**

No	Verbal Forms abuse	Self-Efficacy
1	Lowering children's self-esteem, such as embarrassing informants in front of other people, and comparing them with others	Confide in people you can trust, express your feelings to your parents about the incident, as well as healing or traveling.
2	Intimidation, such as scolding the informant, threatening, shouting and yelling at the informant	Keep a distance for a while, and fix mistakes

**Table 1: Forms of Verbal Abuse and Self-Efficacy of DSQ Informants.**

No	Forms of Verbal Abuse	Self-Efficacy
1	Not paying attention, such as refusing the presence of the informant, and not considering the informant to be special	Reveals the feelings he feels for the treatment, and corrects the mistake
2	Intimidation, such as yelling, making fun of, scolding, shouting, threatening, and discriminating	Avoiding parents who already have signs of verbal abuse, confiding in those closest to them, correcting mistakes and healing by traveling
3	Undermines children's self-esteem, such as embarrassing informants in front of other people, comparing informants with others, and belittling informants	Confide in those closest to you, and express your feelings

- |   |  |   |
|---|--|---|
| 4 | Habit scapegoating, such as blaming all failures on the basis of the informant's mistakes, and criticizing the informant's ability | Avoiding parents who already have signs of verbal abuse, and confide in those closest to them |
|---|--|---|
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Analysis about self-efficacy on 3 Islamic Guidance and Counseling female students at the Faculty of Dakwah UIN Prof. KH Saifuddin Zuhri in overcoming verbal abuse in broken families home . It is known that the three informants have the same problems in the lives of the three informants, namely the form of verbal action abuse from a broken family home . As for the cause of broken families the home of these three informants is due to divorce, and the three informants chose to live with their mother.

From the occurrence of broken home , the informant's mother is single parents , making the informant's mother have a fairly heavy burden, and often vent her fatigue and emotions on the informant in verbal form abuse . Aside from the feeling of tiredness and momentary emotion, another thing that prompted the three informants' parents to do verbal abuse that is from the factor education/knowledge, environment, personal experience, and especially economic factors. As for the conditions of the three informants, so far they have been fine, because the three informants have self good efficacy.

The self-efficacy of 3 informants in overcoming verbal abuse in broken home families includes having good self-efficacy . Judging from the form of self-efficacy of 3 informants in making decisions about how to act in resolving verbal abuse in their families.

The form of action they take is usually by confiding in people they trust, avoiding, and correcting mistakes.

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