

# Dual Role and Reciprocal Relationship of Teachers – Students – Parents: Communication Study of Education in Serang City, Banten Province, Indonesia

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**Abstract.** This study aims to explain the dual roles and patterns of reciprocal relationships between teachers, students, and parents in the context of educational communication. This study used phenomenology methods and group discussion forums, so the authors only examine at a glance the aspects of educational communication among the main actors in the education process, namely teachers, students, and parents. The expected results of this study are the formation of patterns of interaction teachers, students, and parents in the school, family, and also in the life of the nation and state. The reciprocal relationship between students, teachers, and parents do not cause social conflict. It can actually reduce social conflict and build social integration. It is necessary to build a community of teachers, students, and parents who can create a conducive situation in developing educative values in the context of nation and state.

**Keywords:** *double roles; reciprocal relationship; teacher; students; parents*

## INTRODUCTION

In "How Communities Build Stronger Schools," Anne Wescott and Jean L. Konzal (as quoted by Donni Juni Priansa & Rismi Somad) [1] describe patterns of family, school and community relations in three paradigms that undergoes change and development. In the old paradigm, parents in families, school citizen, and society have relations in accordance with their respective interests in education. In the transitional paradigm, the relationship between school and parents has developed as an interactive, cooperative relationship. Whereas, in the new paradigm, the relationship between the three has completely changed. In this paradigm, educating students is not only the responsibility of educators, principals, and administrative staff in schools but also the responsibility of education stakeholders.

Educational Communication is a communication process containing educational values [2]. In this regard, teachers, students, and parents need to build communication that can facilitate the education process.

Many parents' complain and problems arise at school due to the low quality of teacher communication skills. This situation can affect the quality of learning and interfere with the learning objectives. This condition is "the challenge of the importance of communication skills for teachers/educators" [3].

Teachers have an essential role in exploring students' interests, talents, and personalities. Students who are gifted in the development of scientific fields, sports fields, as well as the arts and skills [4] often receive more considerable attention than other students. The potential of these students is usually recognized earlier by extracurricular teachers. However, this potential is not necessarily acknowledged by the parents.

Students are usually forced to follow norms and rules imposed by their parents. But at the same time, their attitudes and behavior are controlled by the teachers. Therefore, two different personalities may be embedded in students. On the one hand, they must follow the teacher's instructions at school. On the other hand, they must obey their parents. Because of this situation, the teachers and parents are often regarded as figures who "miseducate" and "wrongly nurture" the students [5].

## METHOD

This study aims to explain the dual roles and patterns of reciprocal relationships between teachers, students, and parents in the context of educational communication. This study used phenomenology methods and group discussion forums, so the authors only examine at a glance the aspects of educational communication between teachers, students, and parents.

The participants were some teachers, some parents, and some students in class XI of social science 2 at State Islamic Senior High School 2 of Serang.

The researchers conducted online dialogue by utilizing social media owned by the participants (WhatsApp group). Data were collected through interviews. Each group of participants was given four different types of questions, and the researchers reviewed and analyzed the interview results.

## RESULT

The teachers also served as an educator in the school. This is in accordance with Law of Teachers and Lecturers [6] in Article 1 paragraph 1, which states that the main task of the teacher is to educate and teach. Based on the dialogue with representatives of parents, it was obtained that "Teachers must be a source of knowledge so that students can receive knowledge in the learning process and can interact with the knowledge gained in their lives" [7].

A teacher can be a source of knowledge and figures that are used as role models for students in their daily life. In reality, not all of the teachers can carry out their duties related to mastering and understanding the concepts of science. Because teachers acts usually become a center of attention both at school and in the community, everything related to the development of knowledge, disciplinary in learning, and the pattern of social life are often used as a model or an example by the students.

The importance of the role of the teacher as a second parent can be illustrated through dialogue with counseling teachers, who mentioned that "Teachers and parents communicate with each other and work together to ensure the harmony of education that the child will receive a proper education. Through career guidance in schools, teachers can communicate with students to discuss their talent, interests, and the value of learning outcomes that will be a reference for further study [8]."

In schools, the students try to accept and search for a number of facts, concepts, knowledge, and theories contained in the textbooks, natural phenomena, and experience of gaining knowledge and understanding of facts, concepts and theories possessed by subject teachers.

A representative of students said that "Students try to gain knowledge by conducting question and answer and discussion session with subject teachers when the learning process takes place. Sometimes we also have casual dialogue with subject teachers. Even outside the classroom, we can still talk to our teachers via SMS, telephone, or WhatsApp [9]".

Another student stated that "As students, we must actively communicate with the teacher, in order to get an overall understanding of the subject. This is usually done through the question and answer sessions with most subject teachers who are diligent in teaching [10] ". Students try to get knowledge from subject teachers through question and answer session, discussion, and educative communication with their subject teachers.

As a child or a family member, these students have special assignments as successors of the family. In order to maintain, develop, and strengthen his concept of being the next generation of the family, he must do various things during the education program. They mentioned, "We took the time to meet with counseling teachers in their workplace. We discussed with them the future of our education, focusing on the selection of specific colleges and study programs by having a dialogue with counseling teachers and parents at home [9].

Another opinion pointed out that "Students already know about their own interests and talents because they know themselves better than other people do. If there are some confusion and uncertainty about the information on higher education, then we consult with one of the teachers who have information about higher education. As a result, the students are more encouraged to continue their study at the university level" [10].

The first role model for children is their parents. Therefore, parents must be speak, behave, and act accordingly. Parents' attitudes, words, actions, and appearance will be imitated and made a life model for the physical and mental development of their children in and outside the home.

The role of parents as the first teacher in building student learning activities at home can be illustrated based on the results of a dialogue with parents who stated that "We as parents always build communication with children. Although children's school hours are sometimes longer than the parents' working hours, we try to sit together and share stories about various things we experienced during the day when the child is at home [11]. Other parents stated that "Parents are the first and foremost educators whose role is vital in educating children. Communication is an excellent way to figure out what can be done or should not be done in the process of life. Of course, we communicate in a way that is easily understood by our children [7].

Parents, regardless of their profession and level of education, becomes a role model for their children. By being a role model, parents must be careful in speaking, behaving, acting, and socializing with others considering that everything done by parents is made a "role model" by his children. One of the participants (Emira Husnunnisa) mentioned that parents are the ones who understand their children best [10].

Children need intimate interaction with their parents in order to deal with various life problems that they see, feel, and do. They also need parents' guidance, advice, and blessing for their future plans.

The importance of the reciprocal relationship between teachers and students in the class is illustrated in this interview result. One of the interviewees said, "The role of teachers as instructors is developing educational communication with students in the classroom. In this case, teachers must be one source of knowledge so that students can receive knowledge in the learning process, and students can use the knowledge they gained in their life [8]". Another interviewee mentioned, "Teachers become a source of knowledge who give information about facts, concepts, values, and theories of several sciences that must be understood by students who later become guidelines in taking the process of life in the nation and state. In general, the interaction between the teacher and parents/students is good. At least, there are not many obstacles [12]".

According to the parents, "Every parent want the future of their children to be bright so that they would choose the best universities and study programs that would enable them to live with an outstanding economic

level and higher social status. To reach these expectations, parents communicate with teachers, homeroom teachers, and counseling teachers [7].

Parents need information and knowledge from the teacher when their child has to choose a particular college and certain study program before the child continues his studies at the university level. Information about higher education is, considering that not all parents know and understand about a college education.

Regarding the communication of teachers with parents, it was stated that "Teachers establish communication with parents in determining the choice of university and specific study programs by conducting career guidance in which students are directed to choose university and study program in accordance with their talents and interests through a long process, so students can make his own choice. The next step is to conduct socialization with parents to deliver students to realize their dreams [8].

The reciprocal relationship between parents and students occurs before the children were born until they grow up. During this period, good relations must be maintained between them. One of the parents said, "In doing home works or school tasks, children are usually assisted by a tutor, but we help them communicate with the tutor or homeroom teacher when they have difficulties in doing the assignments [11].

Another parent said, "I have never assisted my child or sit together with him when he is studying because I was too busy taking care of his little brother, but I regularly check his activities to make sure he has studied or to see if he has done other things" [13]. However, another one mentioned, "I rarely communicate with the teachers who teach my children, but thanks God, I maintain the communication with the homeroom teacher, especially about my children's learning development [14].

One of the students also shared her thought. She said, [9], "I told my parents about my dream to continue my study by giving them the name of the college and what course I wish to take. I asked for their opinions and suggestions".

The teachers' philosophy needs transforming because the teacher's tasks are not limited to fulfilling assignments or mandatory teaching hours, but guiding students from not knowing something to knowing things, from not understanding to understanding something, from being incompetent to be competent. This is what is commonly called active learning [15].

For students, it costs some money to continue their studies. Also, it is important to get guidance from the parents, so they need to discuss with their parents before choosing a particular college and study program.

#### CONCLUSION

Based on the discussion above, some conclusion can be drawn: 1) Not all teachers can carry out their duties

properly regarding the mastery and understanding of scientific concepts in general. Also, the teacher can communicate with students regarding talents and interests and the value of learning outcomes as a source of inspiration for students; 2) Students try to gain knowledge from teachers through learning activities by conducting a question and answer session, discussion, and educational communication. They also discuss with counseling teachers the possibilities of choosing a study program at a particular college; 3) Parents are the first and foremost educators in educating children. The relationship between parents and children occurs before the child was born until they grow up, and 4) Teachers become a source of knowledge. They give information about facts, concepts, values, and theories that must be understood by students. Meanwhile, the reciprocal relationship between students and their parents is essential in assisting the students in planning their further studies, particularly when deciding which college to attend and what course to do.

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