

ABSTRAK

Lansia yang tinggal di panti sosial sering menghadapi berbagai permasalahan psikososial, seperti kesepian, kehilangan dukungan dari keluarga, serta tantangan dalam beradaptasi dengan lingkungan baru. Dalam kondisi tersebut, komunikasi terapeutik menjadi metode penting yang diterapkan oleh pekerja sosial untuk membantu lansia mendapatkan dukungan emosional dan menjalin hubungan interpersonal yang positif. Penelitian ini bertujuan untuk menganalisis perkembangan hubungan interpersonal, proses komunikasi terapeutik, dinamika depenetrasi, dan proses *self-disclosure* antara pekerja sosial dan lansia dalam kegiatan bimbingan sosial di Panti Pelayanan Sosial Lanjut Usia (PPSLU) Sudagaran Banyumas. Penelitian ini menggunakan Teori Penetrasi Sosial dari Altman dan Taylor dengan pendekatan kualitatif deskriptif. Penelitian ini menggunakan teknik *purposive sampling*. Data diperoleh melalui wawancara mendalam, observasi, dokumentasi, dengan validasi data melalui triangulasi sumber serta analisis data menggunakan model Miles dan Huberman, yang meliputi pengumpulan data, redaksi data, penyajian data, serta penarikan kesimpulan. Hasil penelitian menunjukkan bahwa komunikasi terapeutik berlangsung secara bertahap, dari yang tidak intim menuju hubungan yang lebih intim melalui komunikasi terapeutik yang dilakukan secara konsisten. Proses komunikasi berlangsung secara teratur dan sistematis melalui kegiatan bimbingan sosial serta interaksi sehari-hari yang membangun rasa nyaman dan kepercayaan. Kesimpulannya, komunikasi terapeutik berperan penting dalam membangun kedekatan emosional, kepercayaan dan keterbukaan diri lansia melalui proses hubungan interpersonal yang berkembang secara bertahap dan dinamis dalam kegiatan bimbingan sosial di Panti Pelayanan Sosial Lanjut Usia (PPSLU) Sudagaran Banyumas.

Kata kunci: Komunikasi Terapeutik, Pekerja Sosial, Lansia, Bimbingan Sosial, Teori Penetrasi Sosial.

ABSTRACT

Older adults living in social care facilities often face various psychosocial problems, such as loneliness, loss of family support, and challenges in adapting to a new environment. In these circumstances, therapeutic communication is an important method used by social workers to help older adults receive emotional support and build positive interpersonal relationships. This study aims to analyze the development of interpersonal relationships, the therapeutic communication process, the dynamics of social penetration, and the process of self-disclosure between social workers and older adults during social counseling activities at the Sudagaran Banyumas Social Service Center for the Elderly (PPSLU). This study employs Altman and Taylor's Social Penetration Theory using a descriptive qualitative approach. This study employed purposive sampling. Data were collected through in-depth interviews, observations, and documentation, with data validation achieved through source triangulation. Data analysis utilized the Miles and Huberman model, which encompasses data collection, data coding, data presentation, and drawing conclusions. The results of the study indicate that therapeutic communication occurs in stages, progressing from non-intimate to more intimate relationships through consistent therapeutic communication. The communication process takes place regularly and systematically through social guidance activities and daily interactions that foster a sense of comfort and trust. In conclusion, therapeutic communication plays a crucial role in fostering emotional closeness, trust, and self-disclosure among older adults through a gradual and dynamic process of interpersonal relationship-building during social guidance activities at the Sudagaran Banyumas PPSLU.

Keywords: *Therapeutic Communication, Social Workers, Older Adults, Social Guidance, Social Penetration Theory.*