ABSTRACT

COMMUNICATION BEHAVIOR OF STREET KIDS INSTRUCTORS
***(A Descriptive Study towards Communication Behavior Used by Instructors of Street Kids in* Rumah Perlindungan Anak Yayasan Bahtera (Bina Sejahtera Indonesia) *in* Sukajadi, Bandung)**

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This study aimed to give detail explanations about Communication Behavior of Street Kids Instructorsin RPA Yayasan Bahtera *in* Sukajadi, Bandung. *The focuses of this study were divided into three micro sub-problems, verbal and non-verbal communication, and the instructor's motive in* RPA Yayasan Bahtera.

The method used in this study was descriptive study towards communication behaviorby using substantive theory of symbolic interaction. The subject of this study was the instructors who instructed the street kids in RPA Yayasan Bahtera. *There were 4 (four) informants selected by using purposive sampling technique. The data were collected from interviews, observation, library research, documentation, and field notes. To test the data validity, this study used the technique of triangulation source data and time, and peer discussion.*

The results showed that there were the exchange of verbal symbols, including the language that was used by the instructors, such as using Sundanese language while guiding and using Bahasa Indonesia *while counseling, non-verbal symbols comprising body languages, appearances, and body contact, and also the past and future motives of the instructors based on the past and future experiences.*

The study concluded that the communication behavior of the instructors was shaped by the communication process which is continuously and regularly through the guiding and counseling program which was held in RPA Yayasan Bahtera.

This study suggested that the instructors should be more capable to understand moods and situations of the street kids. The instructors was also expected tofurther increase the use of body languages such as facial expressions as the functions of them were sharpeners and explainers of communication through the language that was used to give instructions to the kids.

Keywords: *Comunication Behavior, Verbal Communication, Non-Verbal Communication, Motive.*