

ABSTRACT

As people age, they will physically experience a declination in functions of the main organs as well as the five senses, while mentally they become more sensitive. As such, they will require assistance and aid of others. Caregivers at nursing home are required to have sufficient if not significant patience when dealing with the ever-changing moods or mood swings of the elderlies. The objective of this research is to recognize any breakdown of communication between the caregivers and the elderlies at Panti Tresna Werdha Budi Pertiwi, as well as recognize the communication strategies applied by the caregivers in overcoming said problem. This research effort will apply qualitative methods as well as descriptive study case approaches, and will involve 4 (four) female Panti Tresna Werdha Budi Pertiwi caregivers. Data collection techniques to be applied in the research will be done through interviews, observation and documentation. The intended results of the research will be indication of any breakdown in communication experienced by the caregivers and the elderlies. In the meantime, communication strategies of the caregivers will be divided into 2 (two) categories: Verbal and Non-verbal

Key Word: Symbolic Communication, Elderlies, Caregiver, and Nursing Home.