

Strengthening Human Relations through Interpersonal Communication Training for Members of the Karang Taruna “Dwi Mulya” Pucangro Village

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Abstract: Karang Taruna, as a youth development organization, plays a strategic role in village community empowerment, yet its effectiveness largely depends on the quality of human relations among its members. Growing dependence on technology-mediated communication has weakened face-to-face interaction among youth, including members of Karang Taruna Dwi Mulya in Pucangro Village, Kalitengah District, Lamongan Regency, resulting in low openness, empathy, and coordination within the organization. This community service activity aims to strengthen human relations among Karang Taruna members through interpersonal communication training grounded in DeVito's concept of communication effectiveness, namely openness, empathy, supportiveness, positiveness, and equality. The service method employed a descriptive qualitative approach through a participatory action research (PAR) model, carried out through preparation (needs assessment and focus group discussion), implementation (interactive lectures, group discussions, and role-play simulations), and evaluation using participatory observation, semi-structured interviews, and documentation, with data analyzed through the Miles and Huberman interactive model and source-and-technique triangulation. The results show an improved understanding among participants of effective interpersonal communication components, growing awareness of active listening and nonverbal communication, and more dialogical interaction and conflict-resolution patterns within the organization. The activity has implications for strengthening solidarity, mutual trust, and the collective performance of Karang Taruna as a driving force for village development, while also opening directions for longitudinal and cross-regional comparative research.

Introduction

Karang Taruna is a youth social organization that has a strategic role in encouraging the participation of the younger generation in community development. The success of this organization is not only determined by the work program prepared, but also by the quality of interpersonal relationships (human relations), communication skills, leadership, and cooperation between members. Organizations that have good interpersonal relationships tend to be able to create a harmonious organizational climate, increase member participation, and strengthen the effectiveness of the implementation of social programs. This shows that human relations is one of the important factors in building a productive and sustainable youth organization (Robinson, 2021).

Human relations is the process of building positive relationships through effective communication, mutual respect, empathy, cooperation, and trust between others. According to Joseph A. DeVito, interpersonal communication is the process of exchanging messages between two or more people that aims to build relationships, influence, help, and create mutual understanding. Interpersonal communication skills are the foundation for building healthy social relationships, resolving conflicts, and improving the quality of leadership in the (DeVito & DeVito, 2019).

In the context of youth organizations, interpersonal communication not only functions as a medium for delivering information, but also as a means of building trust, strengthening group solidarity, increasing member motivation, and supporting the participatory decision-making process (Kasmawanto & Ni'mah, 2024). Organizational leaders who have good interpersonal communication skills will find it easier to build collaboration, manage disagreements, and create a conducive organizational atmosphere. Therefore, strengthening human relations is one of the important needs for community social organizations, including Karang Taruna.

Based on the results of initial observations and discussions with the management of the Karang Taruna "Dwi Mulya" Pucangro Village, there are still several obstacles found in the implementation of organizational activities. Member participation in activities has not taken place optimally, communication between management and members still tends to be situational, coordination of program implementation has not been consistent, and not all members have adequate interpersonal communication skills when working in

teams and interacting with the community. This condition has the potential to hinder the effectiveness of the organization in carrying out its social function as a forum for youth empowerment at the village level.

These problems show the need for a capacity building activity that is not only oriented towards increasing knowledge, but also on developing practical skills in communicating and building interpersonal relationships. One relevant form of intervention is through interpersonal communication training. This training provides an opportunity for participants to understand the basic concepts of human relations, develop active listening skills, express opinions assertively, build empathy, work together in groups, and resolve conflicts through constructive communication. Various studies show that interpersonal communication training is able to improve the quality of working relationships, relationship satisfaction, and the effectiveness of collaboration in organizations (Hasan et al., 2022).

In addition, the relationship-based approach (relationship building) has also been recognized as an important strategy in strengthening community organizations. Christens explained that the development of interpersonal relationships through structured communication is able to expand social networks, increase members' commitment to the organization, and strengthen the capacity of the community to participate in social activities and development. Thus, strengthening human relations not only provides benefits at the individual level, but also contributes to increasing the overall capacity of the organization (Christens, 2010).

Based on this description, this community service activity was carried out in the form of Interpersonal Communication Training for Members of the Karang Taruna "Dwi Mulya" Pucangro Village as an effort to strengthen human relations within the youth organization. This activity is expected to increase members' understanding of the importance of interpersonal communication, build a better culture of cooperation, strengthen relationships between administrators and members, and support the creation of a more active, collaborative, and adaptive Karang Taruna organization in implementing community development programs in Pucangro Village.

Research Methods

This service activity uses a descriptive qualitative approach, which is a research procedure that aims to produce descriptive data in the form of written and spoken words from people and observed behaviors, without being intended to test hypotheses statistically. This approach was chosen because the focus of service is not on the quantitative measurement of behavior change, but on an in-depth understanding of the process, meaning, and experience of participants undergoing interpersonal communication training, as is commonly used in research that highlights social phenomena in their natural context (Creswell, 2019).

More specifically, the service implementation model adopts a participatory action research (PAR) framework, which is an approach that integrates three main dimensions: active participation of the target community, real transformative action, and research conducted systematically (Siswandi & Syaifuddin, 2024). The main principle of PAR is to place the target group not just as an object of research, but as a subject who plays a role in formulating problems, designing solutions, implementing interventions, and reflecting on the results with the service team (Hildayanti & Machrizzandi, 2022). Thus, members of the Karang Taruna “Dwi Mulya” Pucangro Village not only play a role as training participants, but are also actively involved from the stage of identifying needs to the final evaluation of the activity.

The service activity was carried out at the Pucangro Village Hall, Kalitengah District, Lamongan Regency, East Java Province, by involving the administrators and members of the Karang Taruna “Dwi Mulya” Pucangro Village as subjects as well as service partners. The selection of this location is based on the strategic role of Karang Taruna as a forum for coaching and empowering the young generation at the village level, who are engaged in various fields of social welfare, ranging from organization to community activities, (Kawalod et al., 2015) and Pucangro Village's track record in mobilizing citizen participation through previous social solidarity-based programs (Wulansari et al., 2019).

The determination of the subject or participant of the service is carried out through the purposive sampling technique, which is the deliberate selection of participants based on certain considerations in order to provide relevant and in-depth

information according to the purpose of the service (Sugiono, 2021). Participants in this activity include the core management of Karang Taruna, active members from various age groups and membership periods, as well as Pucangro Village apparatus as supporting informants, in line with a similar approach used in various studies on the role of Karang Taruna in village community empowerment (Basthian & Nusantara, 2022).

This service activity is carried out through three stages that are mutually sustainable. The first stage begins with preparation, where the service team conducts a need assessment through initial observation and focus group discussions with Karang Taruna management to identify communication and human relations problems faced by the organization. The results of this need assessment are then used to compile training modules that are relevant to the context and needs of the participants, with materials compiled based on five qualities of effective interpersonal communication, namely openness, empathy, supportive attitudes, positive attitudes, and equality (DeVito & DeVito, 2019).

After the preparation stage is completed, the activity continues to the training implementation stage, which is carried out through a combination of interactive lecture methods for the delivery of conceptual materials, group discussions to encourage the exchange of experiences between members, and simulations and role plays designed to allow participants to directly practice interpersonal communication skills in scenarios that are close to the real situation of the organization. The selection of this participatory method is consistent with the PAR principle which emphasizes collaborative action and active involvement of target groups, rather than just one-way knowledge transfer (Siswadi & Syaifuddin, 2024).

As a closing stage, the service team evaluated the activity through three main data collection techniques, namely participatory observation of participants' behavior and interactions during the training session, semi-structured interviews with a number of participants and administrators to explore changes in their understanding and experience, and documentation in the form of field notes, group work results, and photos of activities. The three techniques are used simultaneously so that the service team gets a comprehensive picture of the impact of the training on the human relations of Karang Taruna members.

The data analysis in this service uses an interactive model developed by Miles and Huberman, which includes three main stages: data reduction, data presentation, and conclusion drawing and verification (Milles & Huberman, 2007). The three stages are carried out repeatedly and simultaneously during the service process, so that the service team can continue to adjust the training strategy based on the findings that appear in the field. To maintain the reliability of the data, the service team implements source triangulation and technical triangulation, which is comparing and cross-referencing the results of observations, interviews, and documentation obtained from various parties involved, including training participants, Karang Taruna administrators, and Pucangro Village officials. Through this triangulation, data obtained from one source can be cross-confirmed with other sources and techniques, so that the conclusions produced are more methodologically accountable.

Results and Discussion

1. Initial Conditions of Human Relations and Interpersonal Communication of Karang Taruna Members

The results of initial observations and preliminary interviews with the management of Karang Taruna Dwi Mulya Pucangro Village show that the communication pattern between members is still colored by a number of fundamental problems. First, most coordination of activities takes place through digital conversation groups, so face-to-face interactions become increasingly rare and tend to be limited to moments of major activities. This condition is in line with the character of interpersonal communication which requires face-to-face attendance so that each participant can capture the interlocutor's reaction directly, both verbal and nonverbal. Second, it was found that a number of members, especially new and female members, were reluctant to express their opinions openly in the meeting forum because they felt less confident or worried that their opinions would not be respected. Third, there is a pattern of conflict avoidance, where differences of opinion tend to be suppressed or resolved indirectly through a third party, instead of being discussed openly between the disputing parties.

This condition is consistent with the findings regarding the strategic role of the

Karang Taruna organization as a forum for village youth empowerment, whose effectiveness is highly determined by the quality of coordination and internal communication between its members (Kawalod et al., 2015). The history of Pucangro Village itself shows a strong social capital of mutual cooperation, as illustrated by the success of the Lamongan Green and Clean environmental planning program which was able to foster community solidarity through collective social activities (Wulansari et al., 2019). This social capital has great potential to be further strengthened through increasing the interpersonal communication capacity of the younger generation, especially members of Karang Taruna Dwi Mulya. From the perspective of DeVito's theory of interpersonal communication, the absence of openness and equality in interactions between members has the potential to hinder the creation of a healthy communication climate (DeVito & DeVito, 2019). Because members do not feel that they have an equal position to share their thoughts and feelings honestly. These initial findings are an important basis for the service team to design training materials and methods that specifically target strengthening five aspects of effective interpersonal communication.

2. Implementation of Interpersonal Communication Training

The training is carried out in several sessions that are designed in stages. The first session focused on delivering conceptual material on human relations and interpersonal communication, including an explanation of the five qualities of effective interpersonal communication according to DeVito, namely openness, empathy, supportive attitudes, positive attitudes, and equality (Widyarini et al., 2023). This material is delivered interactively by involving real case examples of the organizational dynamics of Karang Taruna, so that participants can relate theoretical concepts to their daily experiences. The enthusiasm of the participants was high, marked by the active question and answer session, especially when discussing the topic of digital communication misunderstandings.

The second session was focused on active listening skills training. Participants were divided into small groups to do paired exercises, where one participant acted as a speaker while the other practiced being an active listener by giving full attention, paraphrasing, and giving non-judgmental feedback. This kind of simulation-based

approach is in line with methods that have proven effective in communication training for cadres and young couples in various community service programs (Widyarini et al., 2023), which emphasizes hands-on practice as the key to successful internalization of communication skills.

The third session discussed verbal and nonverbal communication in more depth, including how to convey messages assertively without intending to attack or demean the interlocutor. Participants were invited to conduct a simulation of delivering constructive criticism and feedback using a message framework that focused on behavior and impact, rather than on an assessment of a person's personal character. The consistency between verbal messages and intrapersonal communication of participants is also a concern, considering that the process of thinking and self-meaning before communicating out greatly affects the clarity of the message conveyed (Kustiawan et al., 2022).

The fourth session, as the culmination of the training series, raised the theme of conflict management and organizational problem solving simulation. Participants were divided into groups to act out conflict scenarios that are common in youth organizations, such as differences of opinion regarding the division of committee tasks or misunderstandings due to incomplete messages conveyed through digital conversation groups. Each group was asked to complete the scenario by applying the five principles of effective interpersonal communication that had been previously learned, then reflecting together to identify the most effective resolution strategy in easing tension while maintaining good relationships between members.

3. Changes in Participants' Understanding and Skills

The results of post-training observations and interviews showed positive changes in three main aspects. First, from the aspect of cognitive understanding, the majority of participants were able to re-explain the concept of the five qualities of effective interpersonal communication and provide examples of their application in the context of the Karang Taruna organization. Second, from the skill aspect, there was an improvement in the practice of active listening during group discussion sessions in the following days, where participants more often gave verbal and nonverbal responses that showed concern for the interlocutor. Third, from the

attitude aspect, the service team observed an increase in the courage of a number of participants, especially new members and women, to express their opinions openly in group discussion forums, which previously tended to be passive. This kind of confidence boost is in line with findings on similar training of students and undergraduates, which showed a significant spike in participants' confidence levels after taking a practice-based communication training (Ihsani et al., 2025).

These findings are also in line with similar service results that show that interpersonal communication training contributes to increased awareness of the importance of active listening, constructive conflict resolution, and the ability to convey verbal and nonverbal messages more empathetically (Buntaran et al., 2025). Communication training has also been shown to be effective in improving teamwork by reducing misunderstandings and improving coordination between members of the organization (Widya et al., 2024). In line with that, public speaking and social skills training in youth organizations in various villages also showed an increase in participants' confidence and social skill (Kasetyohani et al., 2025), as also found in the activity of strengthening organizational communication strategies for the Karang Tarunain Bandung Regency which contributes to increasing the effectiveness of internal management coordination (Martikasari et al., 2025). The similarity of these findings strengthens the argument that practice-based and simulation-based interpersonal communication training is a relevant strategy to strengthen human relations in community-based organizations such as Karang Taruna.

From the perspective of psychological well-being, strengthening interpersonal communication competence from a young age also has a long-term contribution. Social competence built in youth has been shown to be closely related to individual well-being in various aspects of life in adulthood (Jones et al., 2015). Meanwhile, communication competence also contributes to intellectual health and emotional well-being, as found among students and professionals (Jeddi et al., 2020). This emphasizes that interpersonal communication training for members of Karang Taruna Dwi Mulya Pucangro Village is not only beneficial for the smooth running of the organization in the short term, but also contributes to the psychosocial development of participants in the long term.

4. Supporting and Inhibiting Factors

Several factors support the success of the implementation of this training, including the full support of the Pucangro Village apparatus and the core management of Karang Taruna Dwi Mulya who facilitated the venue and coordinated the attendance of participants, as well as the high enthusiasm of participants for simulation-based training methods and role-playing. Social capital in the form of mutual cooperation traditions and the experience of cooperation of Pucangro Village residents in previous community programs are also supporting factors, because participants are relatively open to participatory activities. Empowerment-based education that actively involves community groups has also proven to be effective in increasing participants' acceptance of soft skills training materials, as found in public speaking education activities for community groups in other areas (Devi et al., 2023).

However, there are a number of challenges in the implementation of activities. The limited time of the participants, most of whom also work or go to school, means that not all members of the Karang Tarunan participate in the entire series of training sessions in full. In addition, the initial awkwardness in the simulation and role-playing sessions had become an obstacle, considering that some participants were not used to this kind of participatory learning method. The service team overcame these challenges by adjusting the training schedule to the participants' leisure time, as well as creating a relaxed and non-judgmental training atmosphere to reduce participants' awkwardness in the practice sessions.

5. Implications for Strengthening Human Relations in the Karang Taruna of Pucangro Village

Overall, the results of this service show that strengthening human relations in youth organizations at the village level cannot be separated from improving the interpersonal communication competence of its members. The quality of relationships between members of the organization will improve when there is an open communication space, mutual respect, and a healthy conflict resolution mechanism, in line with the crucial role of Karang Taruna as a forum for empowering the younger generation engaged in village social welfare (Kawalod et al., 2015). The training carried out has provided initial provisions for members of Karang Taruna

Dwi Mulya to build a more open, empathetic, and equal interaction pattern, which in turn is expected to strengthen the solidity of the organization in carrying out various village community empowerment programs in the future.

Strengthening communication of this kind of organization has also proven to be the key to restoring solidarity in other Karang Taruna organizations that had experienced a vacuum due to weak communication between members. A study on efforts to rebuild the communication of the Karang Taruna in Kedung Kampil Village, Porong District, Sidoarjo Regency, for example, shows that a clear organizational structure rearrangement accompanied by strengthening communication patterns is able to restore youth participation and revive various youth programs that were previously stalled for several years (Rodhiyah & Pujianto, 2023). These findings confirm that healthy interpersonal communication is not just a supporting factor, but a fundamental prerequisite for the sustainability of community-based youth organizations.

In line with that, strengthening the organization's communication strategy has also been proven to increase the effectiveness of internal coordination of the management of the Karang Tarunain various other regions, as found in the Karang Taruna of Sukarame Village, Pacet District, Bandung Regency (Martikasari et al., 2025). Social capital is in the form of a tradition of mutual cooperation that has long grown in Pucangro Village, as reflected in the success of the previous Lamongan Green and Clean environmental management program (Wulansari et al., 2019), It is a strong foundation for the sustainability of strengthening human relations. Thus, the interpersonal communication training that has been carried out is expected not to stop as a mere ceremonial activity, but can be internalized into an organizational culture that continues to be maintained and inherited to the next generation of Karang Taruna Dwi Mulya management, so that the solidity and human relations that have been built are able to last beyond one management period.

Conclusion

Community service activities in the form of interpersonal communication training for members of the Karang Taruna Dwi Mulya in Pucangro Village, Kalitengah District,

Lamongan Regency, have succeeded in improving participants' understanding and skills regarding the five qualities of effective interpersonal communication, namely openness, empathy, supportive attitudes, positive attitudes, and equality. Through a series of interactive lecture methods, group discussions, and simulations and role-playing, participants showed improvements in three main aspects: cognitive understanding of the concept of interpersonal communication, active listening skills and assertive message delivery, and a more open and confident attitude in expressing opinions at organizational forums.

This activity also succeeded in fostering participants' awareness of the importance of resolving organizational conflicts dialogically, not through avoidance or indirect communication. With the achievement of these goals, interpersonal communication training has proven to be a relevant and effective strategy to strengthen human relations in community-based youth organizations, as well as strengthen the role of Karang Taruna as a driving force for community empowerment in Pucangro Village. These findings are consistent with similar service results that show that strengthening organizational communication contributes significantly to the solidity and sustainability of community-based youth organizations.

For researchers or service implementers in the future, it is recommended to use a combination research design (mixed methods) that combines a qualitative approach with pre-test and post-test instruments so that changes in participants' interpersonal communication competencies can be measured in a more standardized manner, design longitudinal evaluations to find out the extent to which these changes in communication patterns and human relations persist in the long term, expand the research subject by involving several Karang Taruna organizations in other villages as a comparison to test the generalization of findings, as well as explore the dimension of digital communication literacy as an additional variable considering the large influence of technology-mediated communication on the interaction patterns of the current young generation.

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