

## Interpersonal Communication of Persons with Visual Impairments: Its Influence on Self-Concept and Resilience among Members of the Indonesian Blind Association Community in Medan City, Indonesia

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### Abstract

*Loss of vision after birth requires individuals to make psychological and social adjustments so that interpersonal communication becomes a factor that has the potential to support the formation of self-concept and resilience. This study aims to analyze the influence of interpersonal communication on the self-concept and resilience of people with non-congenital visual impairments among members of the Indonesian Blind Association (PERTUNI) in Medan City. The study used a quantitative approach with a correlational method. The study population was 120 members of PERTUNI in Medan City and all of them were sampled through a total sampling technique. Data were collected using a questionnaire that was read directly to respondents and analyzed using SPSS version 27. The results showed that interpersonal communication had a positive and significant effect on self-concept ( $\beta = 0.210$ ;  $t = 2.936$ ;  $p = 0.004$ ) with a coefficient of determination of 0.068, which means it explains 6.8% of the variation in self-concept. Interpersonal communication also had a positive and significant effect on resilience ( $\beta = 0.384$ ;  $t = 3.829$ ;  $p = 0.001$ ) with a coefficient of determination of 0.111 or explaining 11.1% of the variation in resilience. This finding indicates that interpersonal communication contributes to the formation of self-concept and resilience in people with non-congenital visual impairments.*

### Abstrak

Kehilangan penglihatan setelah lahir menuntut individu melakukan penyesuaian psikologis dan sosial sehingga komunikasi interpersonal menjadi faktor yang berpotensi mendukung pembentukan konsep diri dan resiliensi. Penelitian ini bertujuan menganalisis pengaruh komunikasi interpersonal terhadap konsep diri dan resiliensi penyandang disabilitas tunanetra nonbawaan pada anggota Persatuan Tunanetra Indonesia (PERTUNI) Kota Medan. Penelitian menggunakan pendekatan kuantitatif dengan metode korelasional. Populasi penelitian berjumlah 120 anggota PERTUNI Kota Medan dan seluruhnya dijadikan sampel melalui teknik total sampling. Data dikumpulkan menggunakan kuesioner yang dibacakan secara langsung kepada responden dan dianalisis menggunakan SPSS versi 27. Hasil penelitian menunjukkan bahwa komunikasi interpersonal berpengaruh positif dan signifikan terhadap konsep diri ( $\beta = 0,210$ ;  $t = 2,936$ ;  $p = 0,004$ ) dengan koefisien determinasi sebesar 0,068, yang berarti menjelaskan 6,8% variasi konsep diri. Komunikasi interpersonal juga berpengaruh positif dan signifikan terhadap resiliensi ( $\beta = 0,384$ ;  $t = 3,829$ ;  $p = 0,001$ ) dengan koefisien determinasi sebesar 0,111 atau menjelaskan 11,1% variasi resiliensi. Temuan ini menunjukkan bahwa komunikasi interpersonal berkontribusi dalam pembentukan konsep diri dan resiliensi penyandang disabilitas tunanetra nonbawaan.

### Kata Kunci:

Komunikasi Interpersonal, Konsep Diri, Resiliensi, Disabilitas Tunanetra



## Introduction

Human beings are inherently social beings who rely on one another in various aspects of life. Consequently, interaction and communication constitute inseparable elements of human existence. This is reflected in everyday life, where nearly all human activities involve interaction with other individuals. Communication, as one of the most fundamental human needs, is not merely the exchange of words but a dynamic process through which individuals express thoughts, intentions, emotions, and goals, thereby fostering mutual understanding and social relationships.<sup>1</sup> Therefore, communication plays a pivotal role in fostering positive interpersonal relationships. The quality of interpersonal relationships is intrinsically linked to the effectiveness of communication among individuals. Effective communication depends largely on an individual's competence in encoding and conveying messages, as well as interpreting and responding to messages received from others.<sup>2</sup>

Communication arises as an inherent consequence of social relations. As a fundamental human need, it is not merely an exchange of words but a dynamic social process through which individuals share thoughts, intentions, meanings, and objectives. Through this process, communication facilitates mutual understanding, strengthens interpersonal relationships, and sustains social interaction.<sup>3</sup> The success of communication is demonstrated by the recipient's ability to accurately interpret the intended message. Such success is fundamentally dependent on effective communication, which facilitates mutual understanding and minimizes the potential for misinterpretation. Consequently, effective communication plays a crucial role in fostering healthy, harmonious, and sustainable interpersonal relationships across both formal and informal social contexts.<sup>4</sup>

Communication functions as a fundamental bridge through which individuals convey messages to achieve specific objectives. It constitutes an essential aspect of everyday life because it enables individuals not only to communicate ideas, information, and intentions but also to receive feedback from others. This reciprocal exchange facilitates mutual understanding, strengthens interpersonal relationships, and promotes effective collaboration among individuals.<sup>5</sup> Effective communication skills are indispensable for ensuring that messages are conveyed clearly, accurately,

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<sup>1</sup> Ita Puspita Ningrum, Rifqi Fauzi, and Anton Sulaiman, "Komunikasi Interpersonal Tenaga Kerja Wanita Dalam Membangun Keluarga Harmonis Di Desa Waringin Kecamatan Palasah Kabupaten Majalengka," *Communicative: Jurnal Komunikasi Dan Penyiaran Islam* 5, no. 1 (2024): 13–28.

<sup>2</sup> Raihany Nur Zahra and Nina Yuliana, "Peran Komunikasi Yang Efektif Sebagai Kunci Menuju Kesuksesan," *Socius* Vol 1, No, no. December (2023): 169–74.

<sup>3</sup> Ningrum, Fauzi, and Sulaiman, "Komunikasi Interpersonal Tenaga Kerja Wanita Dalam Membangun Keluarga Harmonis Di Desa Waringin Kecamatan Palasah Kabupaten Majalengka."

<sup>4</sup> Muhammad Fadali Amar, "Peran Kemampuan Komunikasi Interpersonal Pendidik Dalam Menumbuhkan Self-Efficacy," *Aafiyah: Jurnal Multidisiplin Ilmu* 2, no. 01 (2024): 1–13, <https://doi.org/10.70610/ja.v2i01.207>.

<sup>5</sup> Janjan Eka Sulistiana, Annisa Fitriani, and Adhie Surachman, "Mengukur Tingkat Efektivitas Komunikasi Interpersonal Pada Mahasiswa KKN Kelompok 12 ISS-MBKM Universitas Subang," *MNICOM: Jurnal Ilmu Komunikasi* 9, no. 2 (2024): 1–17.

and comprehensibly. Such skills facilitate the successful exchange of information and minimize the potential for misunderstanding. Among the various forms of communication, interpersonal communication is the most prevalent in everyday life, as it enables direct interaction and the development of meaningful relationships between individuals.

According to DeVito, in *The Interpersonal Communication Book*, effective interpersonal communication is characterized by five essential dimensions: openness, empathy, supportiveness, positiveness, and equality. These dimensions facilitate mutual understanding, strengthen social relationships, and enhance the quality of interpersonal interactions by fostering trust, respect, and reciprocal communication among individuals.<sup>6</sup> These dimensions demonstrate that interpersonal communication extends beyond the mere exchange of information, functioning as a relational process through which trust is cultivated, emotional support is conveyed, and mutual understanding is established among individuals. Consequently, the effectiveness of interpersonal communication constitutes a fundamental basis for the development of social attraction and emotional closeness, thereby facilitating constructive interpersonal relationships in both social and organizational contexts.

The significance of interpersonal communication becomes even more evident when examined in the context of individuals with acquired visual impairment. Unlike those with congenital visual impairment, individuals with acquired visual impairment experience vision loss after birth and must adapt to profound physical, social, and psychological changes. Having previously relied on visual experiences and established patterns of daily functioning, they often face a more complex adaptation process following the onset of vision loss. This transition extends beyond limitations in functional independence, influencing self-perception, psychological adjustment, and individuals' capacity to cope with the diverse challenges and stressors encountered in everyday life.

One of the most critical psychological dimensions of the adaptation process is self-concept. Self-concept is generally defined as an individual's perception, evaluation, and understanding of the self, shaped by personal experiences and ongoing social interactions. It serves as a cognitive framework through which individuals interpret their identity, abilities, and social roles.<sup>7</sup> Individuals with a positive self-concept are generally more likely to exhibit greater self-confidence, adapt effectively to changing environments, and maintain independence in their daily lives. Conversely, a negative self-concept may impede personal development and limit individuals' ability to engage effectively in social interactions. Among individuals with visual impairment, the formation of self-concept is often shaped by the social responses they encounter, including persistent stigma, negative stereotypes, and discriminatory attitudes or practices. Such experiences can adversely affect their self-perception and psychosocial well-being, thereby creating additional challenges in the process of social adjustment.

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<sup>6</sup> Joseph A. DeVito, *The Interpersonal Communication Book*, fourteenth (Pearson Education, 2016).

<sup>7</sup> Eko Yulianto, *Konsep Diri, Remaja, Dan Pergaulan Sehat*, ed. Oktavian Kasih Kumala Dewi (PT.Jepre Press Media Utama, 2020).

Beyond self-concept, resilience constitutes another critical psychological resource for individuals with acquired visual impairment. Resilience refers to the capacity to adapt positively and recover effectively when confronted with adversity, significant life changes, or traumatic experiences. Rather than being an innate characteristic, resilience is a dynamic process that develops through the interaction of personal and environmental factors. Among these, social support plays a pivotal role by providing emotional, informational, and instrumental resources that facilitate psychological adjustment and promote adaptive coping. The association between interpersonal communication and resilience has been well documented in the existing literature. For instance, Nuriyyatiningrum et al. (2025) demonstrated that interpersonal communication significantly enhances the resilience of caregivers of children with special needs. Furthermore, interpersonal communication functions not only as a direct predictor of resilience but also as a moderating variable that amplifies the positive effect of social support on resilience.<sup>8</sup> These findings suggest that the quality of interpersonal communication contributes significantly to individuals' ability to cope with and adapt to various life challenges. However, most previous studies have focused on general populations, including school students, university students, families, and caregivers, providing only limited evidence regarding individuals with visual impairment.

**Within the context of disability, community organizations play a crucial role in providing safe and inclusive social spaces where individuals can share experiences, receive emotional support, and foster openness in interpersonal interactions. One such organization is the Indonesian Blind Association (PERTUNI), which serves not only as a social network for individuals with visual impairment but also as a platform that promotes social interaction, the exchange of experiences, and the strengthening of interpersonal relationships among its members. In Medan City, PERTUNI has 249 registered members, of whom 120 are individuals with acquired visual impairment. This group represents a particularly relevant population for investigation because they face more complex psychosocial adjustment processes following vision loss after having lived part of their lives with normal vision.**

Although previous studies have examined interpersonal communication, self-concept, and resilience as separate constructs, research specifically investigating the influence of interpersonal communication on the self-concept and resilience of individuals with visual impairment remains limited. Furthermore, earlier studies have predominantly conceptualized self-concept as an antecedent of interpersonal communication, whereas studies examining interpersonal communication as a determinant of self-concept are relatively scarce. Quantitative research simultaneously assessing the effects of interpersonal

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<sup>8</sup> Nadya Ariyani Hasanah Nuriyyatiningrum et al., "Resiliensi Caregiver Anak Berkebutuhan Khusus: Pengaruh Self Awareness Dan Dukungan Sosial Dengan Moderator Komunikasi Interpersonal," *Wacana* 17, no. 1 (2025): 52–67.

communication on both self-concept and resilience among individuals with visual impairment is also notably limited.

Addressing these gaps, the present study offers a novel contribution by empirically examining the effects of interpersonal communication on the self-concept and resilience of individuals with acquired visual impairment who are members of PERTUNI Medan City using a quantitative research approach. This study is expected to broaden the theoretical understanding of interpersonal communication within the context of disability while providing empirical evidence regarding its role in facilitating self-concept development and strengthening resilience among individuals with acquired visual impairment. Accordingly, the study aims to analyze the extent to which interpersonal communication influences the self-concept and resilience of individuals with acquired visual impairment among members of PERTUNI Medan City.

## Method

This study employed a quantitative research approach grounded in the positivist paradigm, which emphasizes the systematic, objective, and measurable analysis of relationships among variables through the use of numerical data.<sup>9</sup> This study employed a quantitative approach using a correlational research design. Correlational research is a type of quantitative research that examines the relationship between one or more independent variables and one or more dependent variables without manipulating the variables under investigation.<sup>10</sup> This study specifically focused on individuals with acquired visual impairment (non-congenital blindness). According to data obtained from the Medan Branch of the Indonesian Blind Association (PERTUNI), there were 120 active members classified as having acquired visual impairment. Therefore, the target population consisted of all 120 active members with acquired visual impairment registered with PERTUNI Medan.

A total sampling technique (census sampling) was employed in this study, whereby the entire population was included as the research sample. Total sampling is a sampling technique in which all members of the population are selected as respondents. Accordingly, all 120 individuals with acquired visual impairment were included in the study. This approach was adopted because the population size was relatively small, making it feasible to involve every eligible participant and thereby maximize the representativeness of the collected data.

Data were collected using a structured questionnaire consisting of closed-ended statements measured on a Likert-type scale to assess the research variables. Given that the respondents were individuals with acquired visual impairment, the data collection procedure was adapted to accommodate their accessibility needs. Instead of completing the questionnaire independently in written form, each questionnaire was administered through an interviewer-assisted procedure. The

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<sup>9</sup> Amini and Nurman Ginting, *METODE PENELITIAN (Kualitatif, Kuantitatif, PTK, Dan R&D)*, ed. Elda, 1st ed., 2024.

<sup>10</sup> A. Muri Yusuf, *Metode Penelitian | Kuantitatif, Kualitatif & Penelitian Gabungan* (Kencana, Jakarta, 2017).

researcher read each questionnaire item aloud, ensured that the respondent fully understood the statement, and repeated any item upon request without altering its original wording or meaning. Respondents provided their answers verbally, and the researcher recorded each response directly on the questionnaire according to the selected response category. Throughout the data collection process, the principles of respect for participants, respondent comfort, informed participation, and research ethics were strictly maintained.

Instrument testing included both validity and reliability analyses using IBM SPSS Statistics version 27. Construct validity was assessed using the Pearson Product–Moment correlation coefficient at a 5% significance level ( $r$ -table = 0.361). The results indicated that 36 of the 40 questionnaire items met the validity criterion and were retained for analysis, whereas four items failed to satisfy the required threshold and were subsequently excluded.

Instrument reliability was evaluated using Cronbach's alpha coefficient. The findings demonstrated that all research variables exceeded the recommended minimum reliability threshold of 0.70, indicating satisfactory internal consistency. Specifically, Cronbach's alpha coefficients were 0.762 for the interpersonal communication scale, 0.794 for the self-concept scale, and 0.809 for the resilience scale. Data processing involved data editing, coding, data entry, tabulation, and statistical analysis using IBM SPSS Statistics version 27. The statistical procedures included validity testing, reliability testing, classical assumption tests, hypothesis testing,  $t$ -tests, coefficient of determination ( $R^2$ ) analysis, and simple linear regression analysis.

## **Results and Discussion**

### ***The Effect of Interpersonal Communication on the Self-Concept of Individuals with Acquired Visual Impairment***

The findings indicate that interpersonal communication has a positive and statistically significant effect on the self-concept of individuals with acquired visual impairment who are members of PERTUNI Medan. This result suggests that more effective interpersonal communication is associated with a more positive self-concept among individuals with acquired visual impairment. These findings are consistent with those reported by Yanuar , who found that effective interpersonal communication plays a significant role in shaping individuals' self-concept through social interaction, emotional support, and reciprocal communication.<sup>11</sup>, The findings of this study are consistent with those reported by Dewi

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<sup>11</sup> Deni Yanuar et al., "Komunikasi Islam Dalam Membentuk Konsep Diri Murid Penyandang Tunanetra," *Jurnal Peurawi: Media Kajian Komunikasi Islam* Vol. 2 No. (2019).

Wulandari Cahyaningrum, Refas Ziddan et al., and Diaken Eklesia Sumbayak et al.<sup>12</sup> These studies found that interpersonal communication plays a significant role in the development of self-concept across various populations, including individuals with disabilities. The consistency of these findings suggests that self-concept is not formed independently but rather develops through ongoing social interactions and interpersonal experiences encountered in everyday life.<sup>13</sup>

Statistical analysis demonstrated that interpersonal communication had a significant positive effect on self-concept, with a *t*-value of 2.936 and a significance level of 0.004 ( $p < 0.05$ ). The positive regression coefficient ( $\beta = 0.210$ ) indicates that higher levels of interpersonal communication are associated with a more positive self-concept. These findings provide empirical support for Joseph A. DeVito's theory of interpersonal communication, which emphasizes the importance of openness, empathy, supportiveness, positiveness, and equality in fostering healthy and meaningful interpersonal relationships.

Based on the frequency distribution analysis, supportiveness emerged as the most prominent dimension of interpersonal communication. Meanwhile, within the self-concept variable, self-evaluation was identified as the most dominant dimension. The relationship between these findings suggests that communication experiences characterized by support, acceptance, and appreciation from the social environment contribute to the development of a more positive self-evaluation. When individuals feel accepted and valued, they are more likely to develop the belief that they possess worth, competence, and meaningful roles within their social environment.

These findings can also be explained through Symbolic Interactionism Theory, which posits that self-concept is constructed through social interaction. The support and acceptance received by individuals function as social symbols that are interpreted and internalized, ultimately shaping how individuals perceive themselves. Accordingly, the more positive the interpersonal interactions individuals experience, the more positive the self-concept they are likely to develop.

The field findings further revealed that many respondents experienced feelings of inferiority, shame, hopelessness, and even worthlessness following the loss of their vision.

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<sup>12</sup> Diaken Eklesia Sumbayak, Mustika Tarigan, and Eryanti Novita, "Hubungan Konsep Diri Dengan Komunikasi Interpersonal Pada Mahasiswa Theologia Di Sekolah Tinggi Theologia (STT) Paulus Medan The Correlation Of Self-Concept With Interpersonal Communication In Theological Students At Medan Theological High School" 1, no. 2 (2022): 108–14, <https://doi.org/10.31289/jsa.v1i2.1336>.

<sup>13</sup> Dewi Wulandari Cahyaningrum and Pratiwi Widiarti, "HUBUNGAN KOMUNIKASI INTERPERSONAL DENGAN KONSEP DIRI," *Lektor Jurnal Ilmu Komunikasi*, 2020, 210–15.

Such experiences led some participants to withdraw from social interactions. However, after engaging with more accepting social environments particularly through disability support communities they gradually received emotional and social support and met others who had undergone similar experiences. These interactions enabled respondents to feel understood, accepted, and reassured that they were not facing their circumstances alone.

From the perspective of Calhoun and Acocella, self-concept comprises three dimensions: self-knowledge, self-expectation, and self-evaluation.<sup>14</sup> Interpersonal communication facilitates the development of self-concept by helping individuals gain a more realistic understanding of themselves, recognize their remaining strengths and capabilities, and develop more positive expectations for the future. Interactions with family members, friends, and fellow individuals with visual impairments provide opportunities to receive social support, encouragement, and shared experiences that reinforce confidence in their own abilities. Furthermore, interpersonal communication plays a pivotal role in the process of self-evaluation. Through social interaction, individuals receive feedback, appreciation, acceptance, and social recognition, all of which serve as important references for evaluating themselves. When individuals are treated with dignity, equality, and respect, they are more likely to develop a positive self-concept. Therefore, interpersonal communication serves not only as a means of exchanging information but also as a social and psychological process that enables individuals with acquired visual impairment to accept themselves, recognize their potential, and cultivate a more positive self-concept.

### ***The Effect of Interpersonal Communication on the Resilience of Individuals with Acquired Visual Impairment at PERTUNI Medan***

The findings of this study indicate that interpersonal communication has a positive and statistically significant effect on the resilience of individuals with acquired visual impairment at PERTUNI Medan. These findings are consistent with those reported by Khadijah and Fauziah, who found that interpersonal communication among peers enhances resilience through openness, empathy, equality, and social support. Such interpersonal processes enable individuals to develop greater emotional stability, self-acceptance, and the capacity to cope effectively with various life challenges.<sup>15</sup> These findings further provide empirical

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<sup>14</sup> Uswatun Hasanah and Osly Usman, "The Influence of Self-Concept, Self Efficacy, and Social Support on Adjustment of Self-Students in the Process of Teaching Learning Activities," *Self Efficacy, and Social Support on Adjustment of Self-Students in the Process of Teaching Learning Activities* (June 29, 2020), 2020.

<sup>15</sup> Siti Khadijah and Nur Fauziah, "Peer Communication and Adolescent Resilience : An Interpersonal Approach to Mental Well-Being in the Light of Islamic Values" 2, no. 2 (2025): 102–16.

support for Joseph A. DeVito's theory of interpersonal communication, which emphasizes the importance of openness, empathy, supportiveness, positiveness, and equality as essential dimensions for fostering healthy and meaningful interpersonal relationships.<sup>16</sup>

The statistical analysis revealed that interpersonal communication exerted a positive and statistically significant effect on resilience ( $t = 3.829, p = 0.001$ ). The positive regression coefficient ( $\beta = 0.384$ ) indicates that higher levels of interpersonal communication are associated with greater resilience. These findings suggest that resilience is influenced not only by internal factors but also by the quality of individuals' social relationships. Through open, empathic, supportive, and egalitarian communication, individuals receive emotional support, motivation, and social acceptance, which facilitate their adaptation to changes in their circumstances.

According to Connor and Davidson, resilience comprises five key dimensions: personal competence, trust in one's instincts, positive acceptance of change and secure relationships, control, and spiritual influences.<sup>17</sup> The field findings indicate that the resilience of individuals with acquired visual impairment is reflected not only in their ability to recover from adversity but also in their capacity to anticipate and prepare for future changes. Several respondents who still retained residual vision had proactively prepared for the possibility of total blindness by learning Braille, using a white cane, and developing orientation and mobility skills. These adaptive behaviors demonstrate both personal competence and positive acceptance of change, two fundamental dimensions of resilience as conceptualized by Connor and Davidson (2003).

Interpersonal communication also contributes to the development of trust in one's instincts, namely individuals' confidence in their ability to make appropriate decisions. The support, shared experiences, and constructive feedback gained through social interactions help reduce self-doubt and strengthen confidence in making decisions related to education, employment, organizational involvement, and social participation. Furthermore, interpersonal communication enhances individuals' sense of **control**, particularly by enabling them to regulate emotional distress and respond more effectively to the challenges associated with vision loss.

The frequency distribution analysis further revealed that **spiritual influences** constituted the most prominent dimension of resilience among the respondents. The

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<sup>16</sup> DeVito, *The Interpersonal Communication Book*. (2003)

<sup>17</sup> JURBE BISJI and Japhet Makama Ayele, "Brief Resilience among Victims of Ethno-Religious Crisis in Jos: The Role of Gender and Locus of Control," *Research on Humanities and Social Sciences*, 2021.

consistently high positive responses on the spiritual indicators suggest that respondents' ability to cope with and adapt to adversity is derived not only from their personal capacities but also from their spiritual beliefs and values. In confronting the profound life changes resulting from vision loss, respondents tended to interpret their experiences through a religious or spiritual framework, which provided them with inner peace, hope, and psychological strength to cope with adversity.

These findings underscore that resilience among individuals with acquired visual impairment is a multidimensional process shaped by the interaction of personal resources, supportive interpersonal relationships, and spiritual meaning-making. Consequently, resilience should be understood not merely as an individual psychological characteristic but as a dynamic process fostered through continuous social interaction and reinforced by spiritual beliefs that facilitate successful adaptation to significant life changes.

***The Magnitude of the Effect of Interpersonal Communication on Self-Concept and Resilience among Individuals with Acquired Visual Impairment at PERTUNI Medan.***

The findings of this study demonstrate that interpersonal communication has a statistically significant effect on both the self-concept and resilience of individuals with acquired visual impairment at PERTUNI Medan. The results indicate that higher levels of interpersonal communication are associated with a more positive self-concept and greater resilience. However, the coefficient of determination ( $R^2$ ) analysis revealed that interpersonal communication accounted for only 6.8% of the variance in self-concept and 11.1% of the variance in resilience. These findings suggest that the majority of the variation in both self-concept and resilience is explained by factors beyond interpersonal communication.

Although these effect sizes are relatively modest, they remain theoretically and practically meaningful, as they indicate that interpersonal communication constitutes one of several important determinants of self-concept and resilience. Within the fields of social psychology and communication studies, both constructs are widely recognized as complex and multidimensional phenomena that cannot be adequately explained by a single predictor. The present findings further indicate that interpersonal communication contributes more strongly to resilience than to self-concept. This suggests that the quality of interpersonal interactions may exert a more immediate influence on individuals' capacity to adapt, cope with stress, and recover from adversity than on the gradual process through which individuals develop perceptions of themselves.

Self-concept develops over an extended period through the accumulation of diverse life experiences. Consistent with the theoretical perspective of Calhoun and Acocella, self-concept is formed through the processes of self-knowledge, self-evaluation, and self-expectation. Among individuals with acquired visual impairment, these processes are shaped not only by interpersonal communication but also by family support, self-acceptance, life experiences, the social environment, educational opportunities, employment, and personal achievements. Family support is particularly influential because the family represents the primary social environment in which individuals begin adjusting to vision loss. The ways in which family members respond to and interact with individuals following the onset of visual impairment substantially influence how those individuals perceive their own abilities, personal worth, and overall sense of self.

Beyond family support, life experiences also play a crucial role in shaping both self-concept and resilience. Experiences of overcoming obstacles, encountering discrimination, facing failure, and achieving success provide valuable learning opportunities that enable individuals to recognize both their strengths and limitations. Likewise, self-acceptance constitutes a critical factor, as individuals who are able to accept their visual impairment tend to develop a more positive self-concept and are better prepared to confront the challenges of everyday life.

With regard to resilience, several additional factors contribute to its development, including social support, family functioning, spirituality, personality characteristics, coping abilities, and psychological well-being. According to Connor and Davidson, resilience emerges through the dynamic interaction of psychological, social, and environmental factors. The field findings revealed that many respondents not only demonstrated the ability to recover from adversity but also proactively prepared themselves for potential deterioration in their visual condition by learning Braille, using a white cane, and participating in orientation and mobility training. These behaviors reflect a proactive form of adaptation and illustrate resilience as an ongoing developmental process rather than merely a reaction to adversity.

Furthermore, spirituality emerged as the most prominent dimension of resilience among the respondents. The consistently high scores on the spirituality indicators suggest that respondents' ability to persevere and adapt is derived not only from their personal capacities but also from their spiritual beliefs and values. Spirituality enables individuals to interpret the experience of vision loss in a more constructive manner, maintain hope, and attain psychological peace when confronted with life's challenges. This finding is consistent

with the study conducted by Wahyuni et al., which demonstrated that religiosity makes a substantial contribution to the resilience of individuals with disabilities.

Overall, these findings suggest that interpersonal communication should be viewed as one component within a broader ecological framework influencing self-concept and resilience. Although its direct statistical contribution is relatively modest, effective interpersonal communication provides emotional support, social acceptance, and opportunities for meaningful interaction that complement other psychological, familial, social, and spiritual resources. Consequently, interventions aimed at enhancing the well-being of individuals with acquired visual impairment should adopt a multidimensional approach that integrates interpersonal communication with family support, psychological empowerment, social inclusion, and spiritual development.<sup>18</sup>

### **Conclusion**

This study demonstrates that interpersonal communication has a positive and statistically significant effect on both self-concept and resilience among individuals with acquired visual impairment who are members of PERTUNI Medan. Interpersonal communication contributed 6.8% to self-concept ( $t = 2.936$ ,  $p = 0.004$ ;  $\beta = 0.210$ ) and 11.1% to resilience ( $t = 3.829$ ,  $p = 0.001$ ;  $\beta = 0.384$ ), indicating that individuals who experience more effective interpersonal communication tend to develop a more positive self-concept and higher levels of resilience. These findings support Joseph A. DeVito's Interpersonal Communication Theory, highlighting the importance of openness, empathy, supportiveness, positiveness, and equality in promoting psychological adjustment following vision loss. Although the explanatory power of interpersonal communication was relatively modest, the findings confirm that it represents an important psychosocial factor in fostering self-concept and resilience. The remaining variance suggests that these constructs are shaped by multiple interacting factors, including family support, self-acceptance, life experiences, social environment, spirituality, education, employment, and personal motivation. Therefore, interventions aimed at improving the well-being of individuals with acquired visual impairment should adopt a multidimensional approach by strengthening supportive interpersonal communication alongside broader psychological, familial, and social support systems.

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<sup>18</sup> Sri Wahyuni, Maria Vianti Desa, and Agustinus Hermesto Putra Teti, "Pengaruh Nilai-Nilai Religiusitas Terhadap Resiliensi Diri Penyandang" 10, no. 2 (2025): 698–706.

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