

## ABSTRACT

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**Description about effective interpersonal communication. Study at adolescent who doing *chatting* in internet. ((Dra. Fransisca I. R. Dewi, M.Si and P. Tommy Y. S. Suyasa, M.Si., Psi). Psychology study program, Undergraduate Program, Tarumanagara University. (89 pages, P1-P4, L1-L83).**

This research aims understood interpersonal communication effectiveness. DeVito (1995), said that interpersonal communication is continues process in the life span. Ten characteristics interpersonal communication effectiveness are openness, empathy, supportiveness, positiveness, equality, confidence, immediacy, interaction management, expressiveness, and other orientation. Research subject involved 300 teenagers which age between 12-21 years old, and have used internet and also *chatting*. Data collection conducted by questionnaire and computation field data used SPSS program version 12.00. This result indicate that teenagers have an approximately good interpersonal communication effectiveness (mean=2.76), have a good openness with others (mean=2.60). have an empathy (mean=2.90), have a supportiveness (mean=2.84), have a positiveness (mean=2.71), have a quite good equality (mean=2.67), have a high confidence (mean=2.70), have a good immediacy (mean=2.74), have a good interaction management (mean=2.73), have a good expressiveness (mean=2.72), and have a good other orientation (2.78).