Emphatic Values and Self-efficacy
of Z Generation

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Abstract: Currently, generation Z is facing quite lots of personal and interpersonal problems. This newest internet generation was believed as less sensitive to social environment and tend to be more self-oriented. Therefore, they had lack of communication and interaction skills, particularly the ability to understand the social circumstances and others' feelings or emotional state. The ability is referred to empathy. On the other hand, youths must also have self-belief so that he/she is able to assess their social environment when they are building social interactions. This self-belief is also called self-efficacy. The research aimed to explore the generation Z's empathetic values and self-efficacy, by using descriptive statistics. The population of the research is generation Z who are mostly teenager in the Indonesia context. To select participants, random sampling was conducted. The data were collected using empathic scale (Rogers, 1985) and self-efficacy scale (Bandura, 2017) revised and developed by the researcher. The results indicated that Generation Z had relatively low empathetic values. Oppositely, the self-efficacy was high

1 INTRODUCTION

Z Generation is a generation who was born in the range of 1995 to 2010. The generation encounter the technological complexity who demonstrate some characteristics such as having a high ability to access information to get more opportunities and open to develop himself (Wikipedia, 2018). The generation are tech literate or internet generation youth. They prefer to interact with the computer and communicate with the online system. The condition led them tends to have less interpersonal contact with friends (Saragih, 2012). Changes in technology in most cases will certainly lead to positive and negative values. In the positive sides, this generation try to master various things related to most recent technology. While the negative side is the generation becomes more individual when solving their problem. Teenagers become less skilled in fostering interactions, communicating verbally and finding it difficult to distinguish between virtual reality and real world (Anonim, 2018). Miryam (dalam Febriani, 2017) claims that in the current digital age Z-teenagers want their existence to be recognized, always connected with social media, become more ignorant and anti-social, and have less interaction

skills. It will also let them to have less empathic. Empathy is the ability to feel what others feel.

According to Watson, et al (dalam Setyawan, 2010) empathy is the ability to recognize and understand the emotions, thoughts, and traits of others. Langfeld (dalam Setyawan, 2010) also describes empathy as an ability to be in a state of feelings of others. Empathy would help to create and maintain relationships in the social environment. Every person has the potential to demonstrate empathy, as well as teenagers. Teenagers are also expected to develop their caring and sensitivies to the problems challenged by people around them (Santrock, 2004). On the other hand, someone who believes in his/her ability will be able to achieve the goals he/she has set. This belief is called as self-efficacy. Bandura (1997) defines self-efficacy as a person's belief in his/her ability to organize and implement actions to achieve established goals and go all-out to assess ability levels and strenghts across activities and contexts. Teens who have high self-efficacy tend to be more active and more spirited to achieve their personal goals. On the contrary, adolescents with low self-efficacy will be easily discouraged and have doubts about their ability to complete tasks (Widanarti & Indati, 2002).

1.1 Empathy

Eisenberg & Miller (1987). defines empathy as part of a feeling that originates from concerns about the emotional state of others. Empathy includes the ability to feel the similar feelings for different emotions of others. Eisenberg & Fabes (1987) argues that empathy is the ability to feel other feelings, and these feelings led an empathetic person as experiencing the conditions experienced by others.

Rogers (1985) states that in understanding others, a person needs the ability to understand him/herself (self-empathy). It is important to show acceptance of others, listen attentively and accurately, and be able to perceive from others' perspective.) Here is the explanation of the dimensions of empathy according to Rogers (1985);

a) Self empathy

Self-empathy is the ability to be able to understand with him/herself.

b) Acceptance others

Acceptance others are positively unconditional acceptance without judging others, but to accept the whole person as they are, both positive and negative, and acknowledge that everything they do is a provision of their own.

c) Accurate listening

Accurate listening is the ability to listen carefully to what other is saying and can accurately reflect the feelings and thoughts of the others.

d) Perspective taking

Perspective taking means the ability to come in the world of others and explore the feelings, thoughts and words of others.

1.2 Self-efficacy

Bandura (Santrock, 2004) defines self-efficacy as the belief that a person can control situations and produce positive results. Bandura (1997) also explained that self-efficacy as the ability to organize and implement actions to achieve goals and attempt to assess levels and strengths across activities and contexts. There are three dimensions of self-efficacy, namely:

a. Level

Level refers to the degree of difficulty of the task at hand. Acceptance and confidence of a person to a task vary. The perception of task difficulty will be different person by person.

b. Generality

Generality refers to the extent to which individuals are confident of their abilities in a variety of task situations, ranging from doing a typical activity or a situation that has never been done to a series of difficult or varied tasks or situations.

c. Strength

Strength is a solid belief about a person's capability. It relates to personal resilience and persistence in doing their responsibilities.

1.3 Generation Z

Generation Z is a generation who was born in the range of 1995 to 2010. They come after Generation Y, and in transition with fast-growing technology. Some of them are descendants of Generation X and Y. Generation Z is also called iGeneration, net generation, or internet generation. The generation has similarities with Generation Y, but the Z genres can apply all activities at a time such as tweets using the phone, browsing with PC, and listening to music using the headset. Whatever they do mostly related to the virtual world. Since childhood they are familiar with technology and familiar with advanced gadgets that indirectly affect his personality (Wikipedia, 2018).

2 METHOD

This study is a descriptive study designed to explore the empathy values and self-efficacy of Z generation. According to Azwar (2012) descriptive research is a method that describes the systematic and accurate facts, and it is not intended to test the hypothesis, make predictions and implications. Descriptive method aims to describe a phenomenon that occurs, without intending to take generalization (Hadi, 2000). The respondents of this study were 1071 Z generation adolescents in Medan City – Indonesia, selected by using random sampling.

3 RESULTS

Table 1 shows that empathy values of teenagers of Z Generation is relatively low as a mean value smaller than the median value (2.60 < 2.62). While the teenagers have relatively high efficacy as reflected by mean value greater than the median (2.90 > 2.88).

Table 1: Descriptive statistics of Z Generation empathy and self-efficacy

	Empathy	Self-Efficacy
N Valid	1071	1071
Missing	0	0
Mean	2.60	2.90
Median	2.62	2.88
Mode	2.54	2.71
Std. Deviation	0.35	0.34
Range	2.46	3.50

| Minimum | 1.31 | 1.79 |
| Maximum | 3.77 | 5.29 |

4 DISCUSSIONS

Hurlock (2010) defines that empathy is one's ability to understand about the feelings and emotions of others and the ability to see him/herself in another people's perspective. The development of empathy can be influenced by numerous factors such as family and community environment. Probably, the low empathy of the teenager of Z generation is due to a change of the pattern of family and community relationships (Hartaty, 1997). An example of a changing family pattern is the lack of helping behavior, while the changing pattern of community relations is reflected by a low level of mutual care. Nowadays, people tend to be busy and focuses only with their respective interests. Therefore, the ability to caring social relationship is getting worst (Yusuf & Listiara, 2012). In addition, Miryam (dalam Febriani, 2017) adds that in the current digital age, generation Z teenagers have always connected to gadgets and used social media to acknowledge their existence. It is one of the negative impact of frequent use of this technology, it is worried to lead people becomes less sensitive and as the consequence, the empathy values also become less improved. Similarly, the research conducted by Riangraini and Wahyuningrum (Riangraini & Wahyuningrum, 2015) also found that adolescents tend to be less enthusiastic to give help to their friends or fellow when asked for help in the form of social support such as care or even time

Meanwhile, the self-efficacy of Z generation adolescent tends to be high. Self-efficacy plays a key role in the daily life of adolescents. Woolfolk (2004) explains that self-efficacy is a person's judgment of him/herself or the level of belief about how great his/her ability to perform a particular task to achieve a certain goal. Nowadays, the fast-growing technology plays an important role in bridging the achievement of these goals. Teenagers are now ready to participate in various tasks, work harder, have persistence when faced with difficulties (assisted by technology), survive challenges and get better results (Saraswati & Ratnaningsih, 2016). The trend to personal achievement becomes higher. Achievements accomplished focused on efforts to complete the task optimally. In addition, Z Generation is very independent and has the confidence that he can do anything by him/herself. Z Generation believes that if you want to do it right then do it yourself (Silman & Stilman, 2017).

5 CONCLUSIONS

This study concluded that the empathy of Z generation tend to be low. While the self-efficacy of Z generation is tend to be high.

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