Fatigue Communication Patterns in Interpersonal Communication in the Work Environment

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Abstract

This study will look at the use of phatic communication in interpersonal relationships that occur in the workplace. The research method is descriptive qualitative. The result of the study is that the use of phatic communication is very often done in the workplace, as an opener for closer relationships. In fact, one's cultural context really plays a role in phatic communication activities. The conclusion of this study, phatic communication is very important in building and managing relationships in the workplace.

Keywords: *Fatigue, Communication ,Interpersonal, Communication in the Work Environment*

INTRODUCTION

Efforts to create a sense of pleasure when communicating is to use what is called phatic communication. According to Vladimir Zegarac in "What is Phatic Communication" Efforts to create a sense of pleasure when communicating is to use what is called phatic communication (2009). That is a condition where the communication that takes place does not aim to obtain meaningful information but only to create pleasure among the parties involved in it alone. Fatigue communication is very closely related to the cultural influence of each individual. There are differences in the context of communication in the diversity of communication. between cultures sometimes makes communication that runs ineffective. This happens because the cultural diversity behind the individual plays a very important role in a person's communication style. This communication style will also have an effect when individuals blend in at work.

Communication is said to be good if the communication is effective. With good communication effective message is expected to be conveyed well received by the communicant.One indicator of the effectiveness of communicationis if it meets certain conditions, one of which is communicationcapable of causing pleasureamong the parties involved.Efforts to create a sense of pleasure when communicating is to use what is called phatic communication. According toVladimir Zegarac in "What is Phatic Communication" Efforts to createsense of pleasure when communicating isby using what is called phatic communication(2009). That is a condition in which communicationthat take place does not aim to obtain meaningful information but only to cause pleasure inbetween the parties involved.

METHODS

Judging from the type of data, the research approach used in this study is a qualitative approach. As for what is meant by qualitative research, namely research that intends to understand the phenomenon of what is experienced by research subjects holistically, and by way of description in the form of words and language, in a special natural context and by utilizing various scientific methods (Moleong, 2012).

This study uses a qualitative descriptive method. According to Bogdan and Tylor (Moleong, 2012) qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior. Descriptive research is aimed at: (1) collecting detailed actual information that describes existing symptoms, (2) identifying problems or examining prevailing conditions and practices, (3) making comparisons or evaluations, (4) determining what other people do in dealing with problems. the same problem and learn from their experiences to set plans and decisions in the future (Rachmat, 2005).

RESULTS AND DISCUSSION

Fatigue Communication

Vladimir Zegarac (2009), what is phatic communication or what is phatic communication is a question for an answer that can be given in an explanatory context regarding communicative behavior. There is little argument that pragmatic theory should have a term to describe the type of language used. First, phatic exchanges are very common in everyday life. So, the logical approach (plausible) of verbal interaction can explain it. Second, the relationship that is phatic in nature raises specific difficulties for pragmatic analysis. So, there's a term to say about it that one wouldn't really need to mention with other types of relationships. Third, phatic communication is often mentioned and sometimes explained but has never been explained in detail.

Phatic communication in English is also called small talk or chit chat. People notice that some phrases like, "a sunny day, isn't it?" and "how was your vacation?" is a social conversation. They also understand certain phatic communication methods that require mental involvement and are time consuming. Fatigue communication is communication that aims to create pleasure among the parties involved (Devito, 2012). 'Phatic communion serves to establish bonds of personal union between peoplebrought together by the they need ofcompanionship and does not serve any purpose of communicating ideas. Malinowski in the journal Phatic Communion (Senft, 2009), explains that phatic communication is communication that cannot be separated in life. daily.Our use of phlegmatic communication with others is closely related to how our culture plays a role in helping it. Furthermore, Malinowski explained that phatic communication could be not just a form of small talk or small talk in the communication process, but could be a form of relationship formation between individuals.

According to Fawcett in Senft (2009), phatic communication is not about sharing information when we say "it's a very sunny day" when it looks like it will rain soon, which means the purpose of the information is weak. (… it is not that we are not sharing information when we say nice day but it looks as if it may rain soon, but that the informational purpose is rather weak). Jumanto (2008) describes the functions and forms of phatic communication and their relationship to informal situations and In addition, Jumanto also describes the elaboration of four types of speakers in terms of power and solidarity as stated by Brown and Gilman. According to him, the form of phatic communication consists of three structures, namely the opening, the content, and the closing of the conversation, each of which takes on the function of breaking the silence, starting a conversation, making small talk and manners, keeping the conversation going, expressing solidarity, creating harmony and feelings. comfortable, and express empathy, friendship, respect and the impression of being gentle. These functions include the power and solidarity that exist within the speaker, and informal and formal situations.

Zegarac stated that phatic communication as a social institution (Phatic communication as a social institution). As a social institution, in its institutionalization process, it has two types, namely standardization (standardization) and conventionalization (conventionalization). Standardization means that in phatic communication, interpretations occur in meanings that are revealed and understood without being conventional. Whereas conventionalization is phatic communication that is carried out with conventional expressions, such as the use of the words hi and hello.

Use of Fatigue Communication in the Workplace

According to research conducted through in-depth interview techniques with informants, it shows that phatic communication is communication that plays a very important and important role in the relationships that are created in the workplace. Communication in the workplace is very different when compared to everyday communication. In communication at work, the structure that binds one's profession and position or position greatly influences how one interacts with others. In the workplace, interpersonal communication that is established is more complex and dynamic than interpersonal communication in everyday social environments. This relates to the relationships that are closely related to the profession and the image of a person in the workplace. For this reason, phatic communication is one way to improve relationships in the workplace.

According to the theory of phatic communication, phatic communication is communication carried out in the context of interpersonal communication for communication that is able to cause pleasure among the parties involved. Pleasure in interpersonal communication is closely related to how the relationship is going. Closeness in interpersonal communication can provide more pleasure. With pleasure in the relationship, it will have an impact on the form of a closer and intimate relationship. The pleasure in question is in the form of small talk, greeting each other, greeting each other, asking for news, commenting on opinions on things that are being discussed or just doing each other. eye contact or pat a friend on the shoulder. Almost every day,

greetings and small talk or small talk are a form of fatiguing communication with the aim of establishing a good relationship with the other person. The pleasure in communicating has a good impact on the internal communication relationship of a company. The context of interpersonal communication in an organization needs a special attachment compared to most social life. In organizational communication, pleasure in interpersonal relationships will have an impact on the effectiveness of the performance of organizational members.

The Role of Fatigue Communication in the Workplace

Based on the results of the interviews, it was found that the informants as a whole said that the role of the phatic communication they did was to initiate relationships to maintain relationships. Interpersonal communication, is communication that involves between two individuals. In managing the relationship, there is often awkwardness or discomfort in the relationship. If the awkward atmosphere continues, it could be that the level of the relationship that has been going on is going backwards or even ending. Fatism communication is an ice breaker or an awkward atmosphere breaker that   sometimes   occurs   in   interpersonal   relationships   or communication. According to interpersonal communication theory, a person's closeness in a relationship is influenced by openness and a positive attitude. Phatic communication is a small talk or small talk that can increase openness and provide positive feedback to others. In communicating, we always pay attention to the feedback given by the interlocutor. From this feedback, we can usually determine whether the communication has been effective or not. But sometimes, effective communication alone is not enough to be able to create a comfortable atmosphere for others. Small talk is the key word to create that atmosphere. Small talk   should also be done naturally and not excessively. According to the results of interviews and the theory used, another role of the use of phatic communication is to form fun and create closer relationships between co-workers at work. Sometimes, the amount of work and pressure that occurs at work makes a person feel depressed and can be stressed. By making small talk with co-workers, the pressure can be reduced and establish good relationships with co-workers. Phatic communication that is done in the form of greetings or just talking casually is an effective way to attach relationships to coworkers. The openness that occurs along with phatic communication that is carried out creates a closeness in interpersonal communication relationships that are formed in the workplace.

Small talk or small talk is related to the cultural context that is owned by each individual. The context of communication in the workplace, the difference in the context of the cultural background is adjusted to how the culture and climate of organizational communication. Every company has a different culture. The organizational culture which is sometimes very dominant forms the pattern of interpersonal communication relationships that occur in it. Relationship management based on phatic communication is related to how the internal communication process takes place. According to the results of in-depth interviews with informants, it was also found that phatic communication has a formal context when it comes into contact with organizational communication. The intimacy or proximity that occurs is the   result of how interpersonal relationships are utilized by individuals. In communicating, the horizontal relationship pattern has a different type of phatic communication from the vertical internal organizational   communication relationship pattern. This is in line with what was conveyed by Jumanto (2008), that the function and form of phatic communication and their relationship to informal and formal situations.In horizontal communication, phatic communication is used to strengthen the relationship in interpersonal communication. An employee is happy to immediately reprimand his co-workers if they have a fairly casual relationship. This shows that the interactions that occur are more concerned with how the relationship process is strengthened by greetings and conversations before starting the daily work routine.In vertical communication that involves phatic communication, an employee places himself as a person who is friendly and liked by his superiors. The pattern of relationships that are carried out can be categorized to maintain existing relationships. The similarity of meaning that becomes the focus   of interaction is more on how the message can be conveyed effectively and there is a similarity of meaning.

CONCLUSION

Based on the results of the study, several conclusions were found that summarized the use and role of phatic communication that occurred in the workplace. Some of the conclusions are: (1) The use of phatic communication is very common in the workplace, because it is considered as an opening in a closer relationship.(2) Phatic communication plays a very important role in establishing relationships and creating close

relationships between co-workers. This research is expected to be a starting point for studies that discuss interpersonal communication in relation to phatic communication, especially in the workplace. This research is expected to be the beginning in the management of interpersonal communication relationships that occur in the workplace.

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