

Analysis Interpersonal Communication In Medtek Company

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Abstract

Interpersonal communication is communication that is needed in work activities so that each member of the division can understand each other to minimize misunderstandings in doing work. With the existence of interpersonal communication in a division itself, it can build work and create a conducive and comfortable work environment for employees. The data for this research was obtained through observation, interview, and documentation methods. This research aims to find out the interpersonal communication that exists in PT Medtek Jakarta and what obstacles occur and design strategies that can be done to prevent or minimize the interpersonal communication barriers faced. The population used as informants to fulfill the data needed by researchers was 4 samples. The analysis of this research is organized using a descriptive approach method to provide a comprehensive picture of this research. The results of this study are communication barriers that occur in one of the divisions. The obstacle that occurs is the lack of means to communicate to superiors. The advice given is that the agency still provides a communication system that can be used for divisions that have duties or responsibilities that are different from other divisions.

Keywords: Interpersonal Communication; PT Medtek Jakarta; Communication Barrier

1. Introduction

Interpersonal communication is one of the important factors in the success of an organization or company. In the context of a company, effective communication between individuals in the work environment can affect work relationships, performance, and the overall work atmosphere. Within the company, success in conveying information and building harmonious relationships between employees greatly determines the operational effectiveness and achievement of company goals.

Along with the development of an increasingly dynamic world of work, good interpersonal communication skills at every level of the organization are a must. This not only affects productivity, but also employee job satisfaction and more informed decision-making. All companies must continue to pay attention and improve the quality of communication between individuals in various work units.

Communication is an important tool in monitoring a company's implementation so that tasks and performance can run efficiently. The performance of each employee is a reflection of the satisfaction of interpersonal communication within the company, the quality of the company's climate of communication is a measure of the satisfaction of the communication carried out. Robbins & Judge (2016) state that communication supports the development of employee motivation about what to do, what can be done and how well they work to improve declining performance.

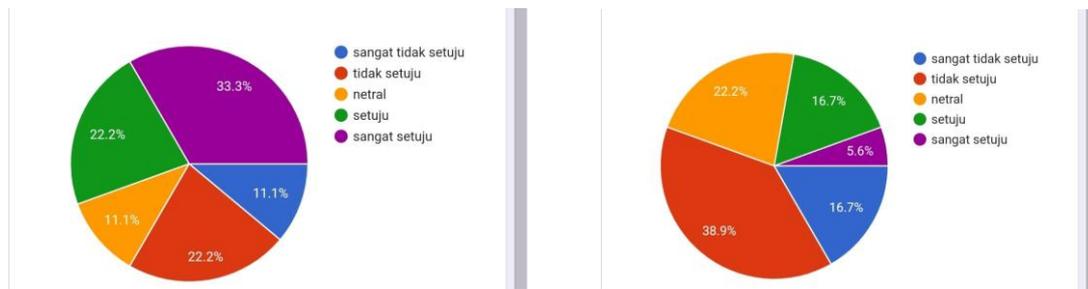
Medtek Company is a company engaged in the sale of medical devices. The Medtek Company also has 1 office located in the Central Jakarta area and 1 warehouse in the East Jakarta area. The reason researchers chose this company to study is to explore how communication between individuals can affect team effectiveness, work productivity, and employee perceptions of the company. The results of this study are expected to provide a clearer picture of the importance of interpersonal communication in improving performance and improving relationships between employees in Medtek companies.

Based on observations made by researchers at the Medtek company, that there are several employees who experience interpersonal communication poorly. researchers found obstacles to interpersonal communication there. There is a difference in handling interpersonal communication problems that occur. The researchers interviewed several employees from different divisions, where there was 1 division that was less satisfied in handling the obstacles that occurred. Such things can interfere with work because they will not work well together.

Misunderstandings in interpersonal communication can affect work. For example, in one division filled with only 2 people, there is one employee who neglects to do his jobdesk or job even though he has been warned by his work partner which results in obstacles in doing work. The employee's friend felt upset because he was negligent at work and he was forced to forgive his friend's mistake which made him cooperate in completing the task by force. Such an incident will not be comfortable in communicating and can affect work.

In this study, researchers conducted preliminary research by distributing google forms to PT Medetk employees. This pre-research was conducted to find out the

condition of interpersonal communication at PT Medtek. The following pre-research results were obtained:



Gambar 1. Pra-riset Komunikasi Interpersonal di Perusahaan Medtek Jakarta

2. Literature Review

2.1 Definition of Interpersonal Communication

Interpersonal communication is the process of sending and receiving messages directly or indirectly between sender and receiver. Direct communication (primary) occurs when the parties involved in communication are able to exchange information without using any media, while indirect communication (secondary) occurs when certain media are used (Suranto: 2011: 5). According to this opinion, interpersonal communication can occur directly or indirectly (through the media) between the sender and receiver of the message.

According to (Devito, Onong U. Effendy, 2003: 30), interpersonal communication is the sending of a message by someone and the reception of that message by another person or a small number of people, with different effects and instantaneous opportunities to convey messages. Feedback. Interpersonal communication is the process of sending and receiving messages and information from a person to another person or group of people, as well as feedback from direct and indirect communication processes.

According to DeVito, Joseph A. (2007:2), interpersonal communication is a very practical skill and your effectiveness as a friend, partner, employee, or manager depends primarily on your interpersonal skills. According to this definition, interpersonal communication is a very practical and effective skill in human relationships, as friends, dating partners, colleagues, and bosses rely heavily on an individual's interpersonal skills.

Hardjana (2003: 85) states that "Interpersonal communication is face-to-face interaction between two or more people, where the sender conveys the message directly and the recipient of the message can receive and respond directly." emotions, or messages between two or more individuals directly, either through verbal or nonverbal communication. This process involves mutually influencing interactions between individuals, with the aim of creating a shared understanding or strengthening relationships.

2.2 . Interpersonal Communication Barriers

Communication barriers can occur in the implementation of interpersonal communication (Suranto, 2011; Efendy in Febriati, 2014; Wood, 2016). Communication barriers are conditions that make communication that takes place between two or more people not run smoothly. Communication barriers occur because there is something that interferes with one part of the communication process that is happening, so that the communication process is carried out effectively. Interpersonal communication barriers can be caused by communication media or problems between communicator and listener interactions.

Sunarto (in Putra, 2013) explains that there are three communication barriers, namely mechanical, semantic and human barriers. Mechanical barriers are communication barriers that occur due to interference with communication media, such as radio magnetic waves or interference with internet networks so that the messages received are less clear. Semantic barriers occur in the communication process, namely obstacles in understanding the content of the information conveyed, causing differences or misperceptions between the two individuals who communicate. Human barriers are all obstacles in interpersonal communication that originate from within the individual who is communicating, such as emotional condition factors and personal prejudices against other individuals, and impaired sensory organs.

2.3 Interpersonal Communication Effectiveness

The effectiveness of Interpersonal Communication begins with five general qualities that are considered, namely openness, empathy, supportiveness, positiveness, and equality.

1. Openness

The quality of openness refers to at least three aspects of interpersonal communication. First, effective interpersonal communicators must be open to the people they interact with. This does not mean that people should immediately disclose their entire life history. This may be appealing, but it usually does not help communication. Rather, there should be a willingness to openly disclose information that would normally be hidden, provided that this self-disclosure is appropriate.

The second aspect of openness refers to the communicator's willingness to react honestly to incoming boosts. Silent, uncritical and unresponsive people are generally dull conversation participants. We want people to react openly to what we say. And we have the right to expect this. There is nothing worse than indifference, in fact, indifference is much more pleasant. We demonstrate openness by reacting spontaneously to others. The third aspect concerns "ownership" of feelings and thoughts (Bochner and Kelly, 1974). Being open in this sense is recognizing that the feelings and thoughts you express are yours and that you are responsible for them. The best way to express this responsibility is with messages that use the word I (first person singular pronoun).

2. Empathy

Henry Backrack (1976) defines empathy as "one's ability to 'know' what another person is going through at a given moment, from that other person's point of view, through that other person's eyes." To sympathize, on the other hand, is to feel for another person or to feel sorry for them. To empathize, on the other hand, is to feel

something like the person experiencing it, to be in the same boat and feel the same feelings in the same way. An empathic person is able to understand other people's motivations and experiences, their feelings and attitudes, and their hopes and desires for the future.

We can communicate empathy both verbally and non-verbally. Nonverbally, we can communicate empathy by showing (1) active engagement with the person through appropriate facial expressions and gestures; (2) focused concentration including eye contact, attentive posture, and physical proximity; and (3) appropriate touch or caress. Sikap mendukung (supportiveness)

An effective interpersonal relationship is one in which there is supportiveness. A concept formulated based on the work of Jack Gibb. Open and empathic communication cannot take place in an unsupportive atmosphere. We show supportiveness by being (1) descriptive, not evaluative, (2) spontaneous, not strategic, and (3) provisional, not confident. Sikap positif (positiveness)

We communicate a positive attitude in interpersonal communication in at least two ways: (1) expressing a positive attitude and (2) positively encouraging the person with whom we are interacting. Positive attitude refers to at least two aspects of interpersonal communication. First, interpersonal communication is fostered if people have a positive attitude toward themselves.

Second, positive feelings for the communication situation in general are essential for effective interaction. There is nothing more unpleasant than communicating with a person who does not enjoy the interaction or does not react favorably to the situation or atmosphere of the interaction. Kesetaraan (Equality)

In every situation, there may be inequality. One person may be smarter. Richer, more handsome or beautiful, or more athletic than the other. No two people are ever truly equal in every way. Despite these inequalities, interpersonal communication is more effective when the atmosphere is equal. That is, there must be a tacit recognition that both parties are equally valuable and worthy, and that each party has something important to contribute.

In an interpersonal relationship characterized by equality, disagreements and conflicts are seen more as an attempt to understand the differences that inevitably exist rather than as an opportunity to bring down the other party. equality does not require that we simply accept and agree with all of the other party's verbal and nonverbal behavior. Equality means that we accept the other, or in Carl Rogers' terms, equality asks us to give "positive regard" to the other.

3. Material and Method

This research was conducted for 9 (nine) weeks starting from September 2024 to November 2024. The author made observations along with the time given for research in the research methodology course.

Researchers conducted observations at the Medtek Jakarta company. The following is the complete information of the company:

- Company name: MEDTEK Jakarta
- Company address: Jl. Suryopranoto No.1-9 Building C1-2, South Petojo, Gambir, Central Jakarta City, Jakarta 10160

- Phone : (021) 3801811

PT MEDTEK is a private company whose main business is selling medical devices through the e catalog of medical devices, located in Jakarta.

3.1 Design Study

Research methodology is a way or technique to obtain information and data sources that will be used in research. This information or data can be in any form, literature, such as journals, articles, theses, books, newspapers, and so on. In addition, research methodology can also be obtained through electronic media such as television or radio. Even data sources can also be obtained from surveys or interviews. Qualitative research methodology focuses on an in-depth understanding of the experiences, views, and meanings that individuals or groups give to certain phenomena. This research is often used to explore complex issues that cannot be explained by numbers or statistics.

In the research design, the author uses a descriptive qualitative case study approach method which is a research method that describes events that take place in the environment where the research is observed. The case study approach is an effective research method for exploring, describing, and explaining complex phenomena in real-life contexts. The data collected is in the form of sentences and not in the form of numbers, where the data that has been obtained will be described in accordance with the reality at the place of observation which is presented in the form of sentences which will be drawn conclusions afterwards. The research process involved the systematic collection of qualitative data through various methods, including interviews, observations, and document analysis. The qualitative data obtained is then analyzed inductively to produce findings that are rich in meaning and the subject of the research.

3.2 Data Analysis

Data analysis is a research process carried out after all the information needed to solve the problem under study is completely available. This research uses the Miles and Huberman interactive model data analysis technique in four stages, namely data collection, data reduction, data presentation withdrawal, and Verification or Conclusion.

1.Data Collection

The first stage of inquiry involves gathering information. Primary data collection which involves a direct relationship between the researcher and the research subject is different from secondary data collection (Sugiyono, 2019: 321). Due to limitations, research often uses population samples. Sampling techniques are used to ensure the sample is representative. There are two main types of samples. random and non-random samples. The information obtained in this study came from observations, interviews, and document collection.

2. Data Reduction

Data reduction is also called data reduction is the selection and simplification of data by summarizing important information relevant to a study. Data obtained from interviews is processed systematically and organized so that structured and organized data is obtained. The results of this data reduction are the basis for answering this research question.

3. Data Presentation

In the process of making a research report, there is an activity called data presentation which aims to facilitate understanding and analysis in accordance with the desired objectives. Presentation of the data must be done in a simple and clear way, so that it allows easy understanding of what is presented and allows further evaluation or comparison.

4. Verification or Conclusion

In the last stage of the Data Analysis technique, there is a step of verifying conclusions or drawing conclusions. Researchers draw conclusions by linking, comparing, and combining various theories and information obtained during the research. The results of the conclusions obtained will be the answer to the problems that have been raised.

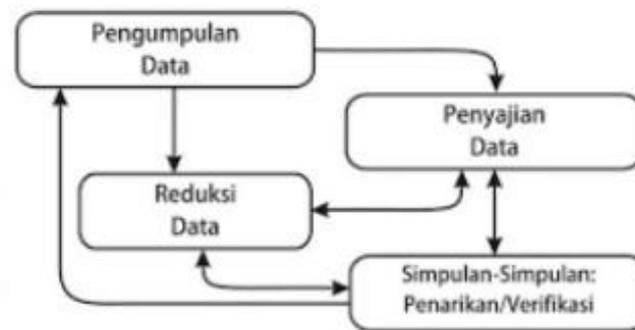


Figure 1. Research Model

4. Result

4.1 Overview of Interpersonal Communication

Interviewee F: “Communication with other employees is fine but still know the manners when communicating interpersonally. When we are in the office, we still respect each other when we are not in office hours, we can be more open. Openness in the context of a lot of joking around like a friend playing like that”.

Interviewee L: “For the interpersonal communication that occurs in this company, it's fine. There is no awkwardness between employees and for other employees they are also cool to joke around a lot.”

Interviewee M: “In this company, there are several divisions and my division is different from other divisions, so other divisions can communicate directly with superiors using the by system.

Interviewee A: “Communication here is more professional, more about work with a little joke interspersed. It depends more on the conditions”

4.2 Barriers to Interpersonal Communication

Interviewee F: “The obstacles that usually occur here are very rare in my opinion. Because we are indeed a family model, so the most like misunderstanding is just a little misunderstanding.”

Interviewee L: “The obstacles are mostly just miss communication in conveying messages. For the rest, it's very good

Interviewee M: “For me, maybe because my division is an important division in the company, so I don't misunderstand messages from superiors. Sometimes either me or my partner have differences in understanding and that can affect work.”

Interviewee A: “For me, maybe because so far I enjoy and am comfortable here so I almost don't experience obstacles. maybe when my mind is not focused or my mood doesn't want to interact, that's the only obstacle. It's more about myself.”

4.3. Strategies to Reduce Barriers in Interpersonal Communication

Interviewee F: “Because here there are almost no restrictions in talking, maybe just be more flexible or more relaxed.”

Interviewee L: “If there are barriers to communication that have not been conveyed, there is usually a regular meeting or we can have a morning briefing to discuss problems or things that we want to convey.”

Interviewee M: “Because we are from a small team or small division, for strategies to reduce barriers in interpersonal communication we do it in writing. So that when misunderstandings occur we have data written down as evidence.”

5. Discussion

5.1 Interpersonal Communication at PT Medtek Jakarta

Interpersonal communication is a basic form of description of the human communication process, which is defined as the process of exchanging messages between two people to achieve mutual understanding. The term process indicates a series of events that take place dynamically, continuously and reciprocally. The exchange of messages occurs continuously and continues complete with feedback (Andrea Harjana, 2019: 35). Interpersonal communication is communication between individuals, where this communication acts as an intermediary in conveying ideas or ideas to others.

From the data collected through interviews, we know that interpersonal communication in the medtek company is going well, but there are still some who experience obstacles in interpersonal communication. Nevertheless, the Jakarta Medtek Company has had a positive effect on interpersonal communication because many consider the Jakarta Medtek company as a family.

5.2 Barriers to Interpersonal Communication

Based on the results of interviews with participants, the obstacles that occur in interpersonal communication in Medtek Jakarta based on the results of interviews that have been obtained that the obstacles to the implementation of internal communication are:

- Late distribution of important messages, for example sudden schedule changes are not delivered on time to employees so that there are delays in attendance.
- Differences in understanding between the sender of the message and the recipient of the message, for example the operations manager received a business memorandum from the business manager but due to differences in technical understanding there was miscommunication in the implementation process.

These obstacles cannot be separated from 3 (three) types of obstacles according to Muhammad (2016). Namely: (1) Technical type barriers occur because the environment has an impact on preventing the distribution of messages that hinder the smoothness and reception of messages, (2) Semantic type barriers occur when the meaning intended by the communicator is not properly understood by the

communicator, (3) Human type barriers occur due to internal individual factors that can affect the way a person understands and responds to the messages received.

5.3 Strategies to Reduce Interpersonal Communication Barriers

Interpersonal communication in a company is important, because it can increase productivity, create harmony, and strengthen relationships between individuals in the workplace. In a team, good communication allows each member to feel heard and valued, thus increasing job satisfaction and employee loyalty. In addition, effective interpersonal communication also helps reduce conflict by creating a more harmonious and conducive work atmosphere.

Based on the results that have been obtained that Strategies to Reduce Barriers in interpersonal communication, several effective strategies can be applied. First, developing active listening skills is essential; this involves giving full attention to the speaker, understanding the meaning behind their words, and paying attention to body language and facial expressions. By doing so, the risk of misunderstanding can be minimized.

In addition, the use of clear and precise language is essential. Choosing appropriate words, constructing sentences with a clear structure, and avoiding the use of jargon or technical terms that the recipient of the message may not understand can improve the clarity of communication. If there is potential for ambiguity, communicators should provide additional explanation or simplify their message.

6. Conclusion, Implication, and Recommendation

Based on the results of data analysis and processing in the previous chapter related to the title “Analysis of Interpersonal Communication in Medtek Company, there are several conclusions that can be drawn:

1. In general, interpersonal communication at PT Medtek Jakarta is going well. Employees feel that the work atmosphere is quite conducive with a family feel that supports comfortable interactions. Interpersonal communication occurs more often professionally during working hours, but there is still room for casual interactions that strengthen relationships between employees.
2. Interpersonal Communication Barriers
Interpersonal communication barriers still occur, especially in divisions that have specific and crucial responsibilities. These barriers include:
 - Miscommunication: Errors in understanding messages, both from superiors and between coworkers.
 - Limited Facilities: Not all divisions have good enough access to convey messages efficiently, especially to superiors.
 - Emotional Factors: Barriers from an individual's internal factors, such as mood conditions or unfocusedness, that affect the effectiveness of communication.

3. The company has several ways to reduce interpersonal communication barriers, such as:
 - a. Holding regular meetings or morning briefings to clarify messages that have not been conveyed.
 - b. Providing written documentation of important messages, to prevent miscommunication.
 - c. Promote a relaxed and flexible working atmosphere to reduce psychological pressure in communication.
4. Effectiveness of Interpersonal Communication

Effective interpersonal communication has created a positive work atmosphere and supports productivity. Most employees consider PT Medtek Jakarta a comfortable workplace, where relationships between individuals are well maintained. Although there are still barriers, the company has shown positive steps in managing interpersonal communication, although there is still room for improvement. This research provides a comprehensive overview of the importance of interpersonal communication in maintaining harmony and work productivity, and suggests some strategies to improve communication effectiveness in the organizational environment.

Theoretical Implications

This study theoretically has the same opinion as previous research conducted by Mukarim (2022) which reveals that improving employee performance is characterized by increasing their interpersonal communication. This research produces recommendations for maintaining and improving interpersonal communication in organizations. Based on this, theoretically the results of this study can be used to increase knowledge, especially in the field of communication from the application, obstacles, strategies and supporting factors carried out in interpersonal communication.

Practical Implication

In this study, it can be practically used as a means of consideration to improve interpersonal communication for Medtek Company. Based on data analysis, companies need effective strategies in minimizing interpersonal communication barriers that arise. In addition, it is necessary to thoroughly check whether each division can communicate interpersonally as well as other divisions.

Research Limitations

Based on the research experience experienced by researchers, there are several limitations in collecting research data including:

- a. The number of samples is minimal so that researchers have not covered many problem topics that occur in Medtek companies.
- b. The research was conducted with limited time and only examined the Medtek company, so the research results are not necessarily relevant if used elsewhere.
- c. The number of participants did not cover all divisions in the company so that it could not explore information thoroughly.

Recommendations

Based on the conclusions, implications, and limitations that have been conveyed by the researcher, the following are recommendations for further research

- a. It is hoped that future researchers can conduct research in the field of internal communication with more sources in order to obtain more accurate data results.
- b. It is hoped that future researchers can carry out research with a more planned time so that they can explore the results of in-depth research.

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