



Communication Pattern of Symbolic Interactionism Between Deaf Disabled Workers and Deaf Non-Disabled Workers at Ketje Jambi Coffee Cafe

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Abstract

This research was motivated by the discovery of deaf disability workers at the Ketje Jambi Coffee Cafe. The findings attracted researchers' curiosity about how communication patterns between workers. Based on these findings, a research problem formulation was obtained, namely "what is the pattern of symbolic interactionism communication between deaf disabled workers and deaf non-disabled workers?". So this study aims to find out what kind of communication pattern of symbolic interactionism that exists between workers with deaf disabilities and non-deaf workers during work activities at Ketje Jambi Coffee Cafe. This research uses qualitative research methods, where this research is to describe the situation empirically with a qualitative descriptive approach. Data collection techniques in this study were carried out by observation or observation, in-depth interviews and equipped with documentation. The data that has been analyzed from the results of this study will be described by researchers in narrative form. The results of the research conducted showed that the average interaction and communication carried out between deaf disabled workers and non-deaf disabled workers was carried out with symbolic interactionism communication patterns, interactions and communication between less active workers, communication that was established only limited to work, outside of their work busy with their respective worlds. It was concluded that communication between workers used the theory developed by George Herbert Mead.

Keywords: Labor, Communication symbolic interactionism, deaf disabled worker.

INTRODUCTION

Humans are created as social creatures, so humans need to carry out communication activities in their daily activities. Communication is used as a means for humans to interact with others or with the surrounding environment (Sari, 2020).

Communication is carried out in an effort to disseminate information, opinions, ideas and feelings to others, with the implementation of this communication activity is expected to get feedback / response to what is better communicated (Mulyana, 2015).

As with other people in general, people with deaf disabilities also need to carry out communication activities with

other people or the surrounding environment. People with disabilities are defined as someone who has difficulty in hearing caused by a complete loss or as a function of the ability to sense hearing (Iswari, 2008).

As a result of the difficulties experienced by people with hearing disabilities in hearing will also affect their ability to communicate and have difficulty conveying information, ideas and ideas to others or the surrounding environment (Damri, 2019).

In carrying out communication activities, usually people with deaf disabilities use sign language, sign language is divided into two, namely sibi sign language and bisindo sign language,

sign language is interpreted as an effort by people with deaf disabilities to communicate, sign language is a communication activity carried out with the help of limb movements and facial mimics.

Sign language is included in symbolic interactionism popularized by George Herbert Mead, symbolic interactionism communication is a form of deaf disability communication to facilitate in conveying messages to others and interacting with the surrounding environment. The theory of symbolic interactionism explains the ability of humans to use symbols, understand symbols and act on the meaning of given symbols (Mailinda & Azeharie, 2019).

This research is based on the results of observations made, it was found that there is a café called Kafe Kopi Ketje which employs people with deaf disabilities in the field of service, by employing deaf and non-disabled people in a café will certainly affect the pattern of communication between workers in the café.

It is known that communication between workers uses many certain symbols, the use of these symbols is called symbolic interactionism communication. In symbolic interactionism communication there is verbal, nonverbal, and symbolic communication, from the use of symbols in this interaction will later create meaning.

Examples of communication that use symbols are: making a round symbol that shows a tray, making a camera symbol to ask for photos, making a letter symbol "W" to indicate Wifi and making a symbol to say thank you.

The formulation of the problem from this study is about how the pattern of symbolic interactionism communication between workers, communication barriers experienced and how to overcome obstacles that occur in communicating between.

The purpose of this study is to disseminate deeper knowledge about symbolic interactionism communication

between deaf disabled workers and deaf non-disabled workers at Ketje Jambi Coffee Cafe, to find out the obstacles and ways workers overcome communication obstacles that exist between deaf disabled workers and non-deaf disabled workers.

METHOD

The type of research used in this study is a type of qualitative research with descriptive methods. The setting of this study was carried out at the Ketje Coffee Cafe There are two sources of data, namely the main data source is the workers and the supporting data source is the manager of the Ketje Coffee Cafe.

This type of qualitative research makes researchers as developers of instruments for research to be carried out, such as making interview guidelines, observation guidelines and documentation study guidelines. Techniques and tools in collecting research data are in-depth interview techniques, observation, observation carried out is non-participant observation, which means that researchers do not interact directly with the research subject. This method is carried out by simply observing the object under study without following the activities carried out by the object and the researcher also conducts documentation studies.

Data analysis techniques in this study begin with data reduction steps or summarizing data that has been found, presenting data with narrative, and drawing conclusions. Data triangulation is also used to convince data and the reliability of data analysis in the field (Gunawan, 2014).

This research was carried out over a period of 2 months. The technique of validity of the results of this study is by triangulation techniques and triangulation of data sources. Data triangulation is used to improve data consistency and credibility of field analysis.

RESULTS AND DISCUSSION

Based on the analysis of researchers in the field, it was found that during the work process there was no difference between deaf disabled workers and deaf non-disabled workers, all workers would work according to their respective parts and there was no special treatment for deaf disabled workers.

Communication between workers with hearing disabilities is to use symbols to support communication activities, this is in line with the interactionism communication theory developed by George Herbert Mead.

There are often differences in the interpretation of words in interaction and communication activities between workers which cause obstacles in work, as a result of feeling difficulties in communicating this causes gaps between workers, workers are more busy with their respective worlds, such as playing their respective mobile phones.

Here researchers attach some differences in how to communicate in communication activities and interactions between workers.

Table 1. Different ways of communicatingi

No.	General communication	Symbolic Communication
1.	Request a photo	Create a camera symbol
2.	Request a tray	Create a round symbol
3.	Ask to wash dishes	Make washing symbols and pointing dishes
4.	Prompt quickly	Create a chest-stroke/patient symbol
5.	Request wifi password	Create a letter symbol "W"

6.	Request to swap positions	Point and create a reciprocating hand symbol
7.	Request to deliver an order	Create a symbol calling and pointing a table number
8.	Ask the clock	Create a hand tapping symbol and create a letter symbol.
9.	Ask for stock items	Make a symbol of snapping fingers and pointing at items.
10.	Shows when forgetting	Create a symbol patting the forehead.

CONCLUSION

A person who is a deaf person also has the same rights and opportunities as living beings, one of which is communicating and working to fulfill his potential which will be useful for his daily life.

Interaction and communication between deaf disabled workers and non-deaf disabled workers is carried out using sign language and combined with providing certain symbols commonly known as the theory of symbolic interactionism proposed by George Herbert Mead, this interactionism communication is very influential to increase understanding of what is being communicated between deaf disabled workers and non-deaf disabled workers.

Interaction and communication between deaf disabled workers and non-deaf disabled workers are less active with each other, communication that is established is only limited to work, outside of their work busy with their respective

worlds, such as playing their respective mobile phones. Actually, this is quite unfortunate, because at work deaf disabled workers can more often improve their communication well, which will also be beneficial for their lives outside the work environment.

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