The Role of Interpersonal Communication in the Work Environment from Islamic Perspective

Budi [1,] Bunga Br Lubis[2], Yuli Amelia[3]

[1][2] *Management of Islamic education, Islamic State University of North Sumatra)*
[3]Lecturer in Islamic Education Management, North Sumatra State Islamic University

E- mail : yuliamelia590@gmail.com , bungalubis0801@gmail.com

Abstract

In the process of running an organization smoothly, various forms of skills are needed so that a company can develop well and smoothly. These skills must be possessed by every employee. If there are new employees, old employees must be able to teach them about the culture that exists in a company. Apart from that, new employees must also be able to adapt to the new company environment. The aim of making this journal is to find out the role of interpersonal communication in the work environment from an Islamic perspective. Interpersonal communication within an organizational scope such as the work environment requires a process to achieve the desired performance. Effective interpersonal communication will provide information quickly and also provide clearer ideas which is important in the work environment.

Keywords : *communication, interpersonal, work environment*

Introduction

Communication is the most basic human activity. Communication plays an important role in bridging people in connecting with one another both in personal life and in society (Wibowo, 2018). Interpersonal communication carried out by communicators to communicants is not solely to convey messages and simply exchange ideas and exchange information in fulfilling our social needs to interact with other people, but there is another goal that is no less important, namely to build and maintain relationships (Wibowo 2018).

Communication plays a very important role in social interaction, therefore it has an influence in the world of work. The work environment is a social community that focuses on the role of communication, so that activities can be optimized. The use of communication, both verbal and non-verbal, has quite a big influence on the work environment, which is manifested in the company's vision and mission. Indirectly, effective communication is needed to move the company forward

This interpersonal communication is very necessary in educating and teaching students, especially in orphanages, because orphanages require closer communication to educate them in a better direction (Pane and Lubis, 2016). What is meant by an orphanage itself is a social welfare institution which has the responsibility to provide social welfare services to abandoned children, provide substitute services or child guardianship in meeting the physical, mental and social needs of foster children so that they obtain broad, appropriate and appropriate opportunities. adequate for personality development (Sidiq in Sutinah, 2018).

Interpersonal communication is needed to maintain good relationships among employees as well as with subordinates and superiors. Effective interpersonal communication can also overcome differences of opinion and tension in the work environment. This article will discuss the importance of communication in the work environment, effective interpersonal communication, classification of interpersonal communication in the work environment and obstacles to effective communication in the work environment.

Method _

The method I used in this research was the library review method research). This type of research relates to books, documents, journals and various other important references related to the title that I have analyzed to draw relevant conclusions according to my point of view (Simanjuntak & Sosrodihardjo, 2014) .

There are two techniques that I use in analyzing data, namely; content analysis or content by collecting various sources that I need later to make it easier for me to group, analyze, and then provide comments and then conclude based on my analysis. The main data source comes from interpersonal communication books which discuss how to communicate well and interpersonal communication. The secondary data sources are in the form of supporting books and journal articles that strengthen studies related to interpersonal communication in perspective Islam .

Results and Discussion

Interpersonal Communication

Devito, interpersonal communication is the process of sending messages from someone and being received by other people with direct feedback effects. According to Effendy, essentially interpersonal communication is sending messages from someone and being received by other people with direct feedback. Forms of

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Islamic Perspective on Interpersonal Communication

In the Qur'an there are many verses in the form of dialogue which are categorized as interpersonal communication between individuals and other individuals. For example, the communication between the Prophet Ibrahim and his son Ismail, as stated in Surah as- Saffat /37:102, as well as the dialogue between Moses and his assistant on an academic trip as in Surah al-Kahf 18:62-64, as well as the agreement between Moses and the Shaykh Madyan (Syu'aib), and so on.

Communication between individuals sometimes occurs in only one direction and sometimes in two directions. One-way communication can be seen in Surah Luqman/31:13:

God willing إِذْ عظيم الظلم الشرك

Translation:

And (remember) when Luqman said to his son, when he was giving him a lesson: "O my son, do not associate partners with Allah. Indeed, to associate partners with (Allah) is truly great injustice."

In this verse, it is explained that Lukman actively communicates monologue by giving advice to his son. The wisdom contained in this verse is shared with other people, especially their children, as a form of passing on the values of faith, worship and morals. Lukman communicates to his children in the form of wise advice which he hopes

will become a life attitude that is implemented optimally in everyday life.

Two-way communication between individuals (dialogue) is found in many verses of the Qur'an . The following shows two of them, respectively Surah as- Saffat /37:102:

God bless you فِى الْمَنَامِ اَنِّيْٓ اَذْبَحُكَ فَانْظُرْ مَاذَا تَرٰىؕ قَالَ يٰٓاَبَتِ افْعَلْ مَا تُؤْمَرُؗ سَتَجِدُنِيْٓ اِنْ شَاۤءَ اللهُ مِنَ الصّٰبِرِيْنَ

Translation

So when the child reached (the age) he was able to try with him, (Ibrahim) said, "O my son! Actually I dreamed that I slaughtered you. So think about what you think!" He (Ismail) answered, "O my father! Do what (Allah) commands you; God willing, you will find me among those who are patient."

Interpersonal Communication in the Work Environment from an Islamic Perspective

In the Islamic perspective, the end of the communication process is to lead humans to experience a peaceful and comfortable life (silm). Among the integration of the principles of silm in communication is Allah SWT's reproach to everyone who criticizes both with words and deeds. Allah said : "Misfortune befalls every curser and detractor" (QS.al-Humazah).

The importance of interpersonal communication in the environment, where communication is also important for the functioning of organizations in daily life. It is through communication that organizational members: (1) define goals, (2) describe members' roles and responsibilities, (3) coordinate work implementation, (4) form information networks, develop organizational culture and climate, all of which guide members' behavior . Apart from that, the function of communication in the work environment or organization is (1) informative function, (2) regulative function, (3) persuasive function, (4) integrative function.

In a society, interpersonal communication is a form of communication

between a person and another person to achieve certain personal goals. Meanwhile, in an organization (business and non-business), interpersonal communication is communication that occurs between managers and employees or between one employee and another employee using certain media to achieve certain personal goals. The communication patterns developed in interpersonal communication are more informal.

So it can be concluded that interpersonal communication is communication that occurs directly, either verbally or non-verbally, so that the communicator and communicant can receive and provide feedback directly by at least two or more people, carried out face to face and/or using the media.

interpersonal communication to produce effective interpersonal relationships and cooperation can be improved, we need to be open, trusting, supportive and open, which encourages the emergence of attitudes that best understand, respect and develop each other's qualities. Interpersonal relationships need to be grown and improved by improving relationships and cooperation between various parties. Interpersonal communication is declared effective if the communication meeting is enjoyable for the communicant.

Effective Communication in the Work Environment

In Islamic Communication Perspective Interpersonal is declared effective if the communication meeting is enjoyable for the communicant. In organizational life, effective communication becomes a necessity. Many rules must be accompanied by explanations, so that misunderstandings in interpretation can be avoided. If an employee feels that the information they received is not clear, it is better to ask for an explanation. This is because ineffective communication in the work environment can result in negative impacts and serious losses. Effective

communication in the environment work will really help improve performance and accuracy in completing matters.

Barriers to Effective Communication in the Work Environment

In general, Abdillah Hanafi stated that four factors inhibiting communication are (1) skill factors in communication (2) attitude factors of individuals involved in communication (3) knowledge level factors (4) position factors in the socio-cultural system. Roger Neugebauer in his article " Communication : A two-way Street " reveals several obstacles that are often experienced by an organization in two-way communication, namely:

Protectiveness (Protection).

Leaders often do not share certain information with their employees or their team for fear of hurting employees' feelings. Another reason is that the leadership considers that the information must be protected, and not for employee consumption because employees will not possibly understand what is being conveyed. Likewise with employees, they often do not convey certain information to leadership to protect themselves from dismissal or warnings.

Defensiveness (Defense).

Apart from withholding information, someone may also not want to receive information (refuse to hear the information being conveyed). This happens if they have formed negative emotions towards the person who provided the information, perhaps because that person has been derogatory with hurtful words.

Tendencies to evaluate (Tendency to judge).

If they receive information from someone about the bad things about another person, the communicator tends to take an evaluating attitude without collecting complete data before communicating with the person being discussed.

Narrow perspectives (narrow perspective).

Narrow perspectives are generally caused by rarely reviewing other people's work, or being out of their own work environment, a person is often limited to their own perspective. He does not try to see from other people's points of view.

Insufficient time .

Another reason is the limited time to convey information thoroughly. Because routine activities must be completed immediately, communication time is often forgotten, or communication is carried out in a hurry. As a result, the information conveyed to other people is incomplete so there is a possibility that the information will be misunderstood.

Mismatched expectations .

Peter Drucker said that the human mind often only limits information that matches its expectations . If it turns out that the information conveyed does not match what was expected, then the person tends to be unmotivated to listen to the information conveyed.

Conclusion

Conclusions can be generalizations of findings according to the research problem, and can also be recommendations for next steps.

Communication theory originating from western theory places more emphasis on forms of intrapersonal communication, interpersonal communication, interpersonal communication, group communication and organizational communication. Islamic communication complements this form of communication with metacommunication, namely communication with Allah SWT.

communication concepts into western concepts has the effect of reducing psychological and semantic disturbances in the communication process. The message sent to the communicant becomes more effective because the channel/media used tends to have a low level of interference.

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