

Students' Effective Communication Experiences in Friends: A Phenomenological Study

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Abstract: Along with advances in science and technology, more and more women are starting to play roles in the public sector, one of which is by working. In this context, married women who work are said to have a dual role because apart from being wives and housewives, mothers also act as career women. The aim of this research is to analyze students' experiences of communicating in friendships, with a focus on effective communication. Using qualitative methods with a phenomenological approach, data was collected through observation, in-depth interviews and documentation. The research results show that there are four main keys to communicating effectively in friendship, namely regulating emotions and adjusting communication style, not forcing your will and being sensitive to the atmosphere, preparing feedback strategies and overcoming communication difficulties, and using expressions and body movements.

Keywords: Students, Friendship, Effective Communication

INTRODUCTION

In the world of college, finding a friend is not an easy thing because in the world of college we will meet many people who have different characters with different personalities too. A person is expected to have friends who support each other in any case because the world of college is a place of quite tough processes that require comrades in arms who have the same

goals. A friend can also be a good listener when you have a lot of problems. In order to have good quality friendships, good communication is also needed.

Communication is a transactional process involving the exchange of information and symbols, in which individuals interact to regulate their relationships with others and influence each other's attitudes and behavior. Communication is the way people interact to form relationships and influence others through exchanging information (Nurfanifah et al., 2024).

In a friendship, effective communication is needed to interact with friends openly so that the message conveyed can be understood. According to (Bachtiar et al., 2024) effective communication is a key element in building and maintaining healthy and meaningful friendship relationships. Effective communication also encourages the formation of open communication channels, where someone feels safe and comfortable to share thoughts, problems and needs. Effective communication is needed so that no messages received are different from those delivered and even messages are lost, causing various problems that will be related to decreasing the resilience of friendships (Prawita & Jayanti, 2023).

According to (Kabisar & Maryani, 2023) it is said that effective communication is if it fulfills three main requirements, namely: first, a message that can be received and understood by the communicant as intended by the communicator. Second, communication is followed up with voluntary actions. Third, improve interpersonal relationships. In this case, he found that effective interpersonal communication is where the message conveyed by the communicators is accepted by the communicants and they voluntarily follow up on the messages that have been conveyed by the communicators, but quite a few communicators also improve their personal relationships with the communicants through comments on their follow-up messages from communicator, so that relations between both parties improve.

In research (Nursita et al., 2024) it can be concluded that interpersonal communication within a circle of friends is very important to strengthen employee relationships and foster a sense of trust, which will help everyone do their work well and produce effective collaboration. Positive attitudes shown, such as openness, empathy, mutual support, spreading a positive atmosphere, and having an attitude of equality, can help increase productivity and create a positive work environment. In line with research conducted (Zahirah Saviratus & Wijayanti Nur Qoni'ah, 2024), it was found that good interpersonal communication has a very important influence on friendship relationships that occur during lectures to reduce the risk of suicide among students at Trunojoyo University, Madura, which is caused by stress. excessive. Because good interpersonal communication with friends will make a student feel close to someone who always provides positive support.

Based on the explanation above, researchers are interested in conducting research on the experience of effective communication in friendships.

RESEARCH METHODS

This research is qualitative research that discusses the experience of effective communication in friendships. The method used is descriptive analysis using a qualitative design with a phenomenological study design. The phenomenological approach is a critical qualitative approach in systematically exploring the phenomenon of individual experiences, in this case the experiences of teenagers in communicating with working mothers. The approach in this research was carried out with someone who had a friendship. The time of research on informants was carried out on June 20 2024. Information was collected using observation methods, in-depth interviews and documentation. Information gathering in this research was carried out by conducting in-depth interviews with informants and the information obtained was recorded using a cellphone. Then it is processed according to the research questions and objectives. Information is analyzed using manual interpretation and then concluded.

RESULTS OF RESEARCH AND DISCUSSION

The results of this research can be analyzed to show that the experience of effective communication in friendship experienced by the informants is that first, communication in friendship must be carried out by controlling emotions and adjusting communication styles with friends, in order to maintain effective communication.

“I try to regulate my emotions because people who interact with me joke a lot, I also use jokes and compliments to create more intimacy, if the person I am talking to is not listening to the conversation we are having, then I will stop the conversation.”

The informant stated, to ensure understanding of the message, it is important to calm yourself and regulate your emotions. This strategy helps in maintaining effective communication, by avoiding saying unwanted words. He also emphasized the importance of adapting to the other person's communication style, especially using humor and compliments to maintain a less formal atmosphere.

“The response I give to the person I am talking to is asking to repeat or clarify the conversation that was conveyed to me. The response provided by this communication can help the reciprocal relationship between the sender and recipient of the message in communication.”

The informant also stated that if in a tense situation, he relies on the other person's response and asks for clarification to create a pleasant atmosphere. Regular use of humor and compliments in daily communication are also strategies that can be implemented to maintain

good relationships. Then, the second is not to impose the will and remain sensitive to the prevailing atmosphere.

“I will provide support so that the other person feels calm, I don't mind differences in views, if he refuses I don't mind, at least I have provided suggestions and input.”

Informants stated that resolving changes in views through communication requires a sensitive approach, such as providing support and motivation. He also emphasized the importance of accepting different views without taking issue with them, and providing suggestions without being pushy if a solution is rejected. The third is to prepare an effective feedback strategy to overcome problems that occur and try not to stand out if you find it difficult to communicate in a new environment.

“I will give advice and start a conversation first by asking what the problem is. If I feel the environment is uncomfortable then I prefer to remain silent. I will ask what things I need to improve about myself, because building relationships with new people is quite difficult for me.”

Informants stated that constructive feedback strategies, approaching problems when relationships are tense, and asking for openness from friends are the keys to improving interpersonal relationships. Informants also overcome difficulties communicating in new environments by choosing to remain silent if they feel uncomfortable. The fourth is to use expressions and body movements to strengthen the message conveyed.

“I communicate using hand movements and eye gestures, then if I am interested in the conversation then I will smile when communicating, I will repeat to clarify my opinion so that there are no differences in the information provided and pay attention to the person I am talking to.”

Furthermore, the informant said that in terms of body language, the informant used hand movements, eye movements and smiles to support his communication. If a misunderstanding occurs, the informant patiently repeats and applies the statement to ensure the message is understood correctly.

DISCUSSION

Thus, it can be concluded that students' effective communication experiences in friendships are

- 1) In friendships, communication must be done by controlling emotions and adjusting the communication style with friends, in order to maintain effective communication, 2) not forcing your will and remaining sensitive to the atmosphere when you are in a relationship. communicate with friends, 3) Prepare feedback strategies when facing problems in friendships

and try not to stand out if you find it difficult to communicate in a new environment, 4) Use expressions and body movements to strengthen the message conveyed.

The results of this research are in line with the theory of Stewart L. Tubbs and Silvia Moss (Abidin, 2022) which explains that communication effectiveness can be assessed if the goals to be achieved are clear, and can be measured from five things:

1. Understanding.

Comprehension is the careful acceptance of the content of a stimulus as intended by the sender of the message. Students' experiences emphasize the importance of adapting communication styles and using body expressions in line with efforts to increase understanding in communication. According to research by Mehrabian in Norhasanah & Zaini (2018), nonverbal communication such as facial expressions and body movements can convey 93% of all emotional messages, of which 55% is through body movements and facial expressions and 38% through voice intonation. This research shows that nonverbal communication has a significant role in ensuring messages are received correctly by the recipient of the message. Nonverbal aspects are very important in interpersonal communication, because emphasizing harmony between verbal and nonverbal messages increases understanding and reduces the

possibility of misunderstandings (Hall in Gantiano, 2020). Apart from that, feedback from the recipient of the message is also important in increasing understanding and can have a significant effect on the recipient because it can help the speaker adjust, modify, strengthen, de-emphasize, or can help change the content or form of the message. In this context, students who prepare feedback strategies when communicating with their peers help ensure that the messages conveyed have been understood correctly and that if there are misunderstandings, they can be corrected immediately. By integrating verbal and nonverbal communication and adjusting communication styles, students can achieve a higher level of understanding in their interactions, in line with the findings of these studies (DeVito, 2022).

2. Pleasure.

Not all communication is intended to convey a certain purpose. Communication also functions as a tool to exchange information and create fun together. Students who are sensitive to the dynamics and atmosphere of conversation can create a more inclusive and enjoyable environment (Burke & Kraut, 2016) found that pleasant communication, such as humor and social support, contributed positively to relationship satisfaction and stress reduction. In addition, a study by Lee et al., (2019) shows that sharing positive experiences and showing

interest in friends' stories and experiences can increase intimacy and strengthen friendship bonds.

Thus, maintaining fun in communication is not only important for exchanging information but also for building and strengthening social relationships. Students who strive to create a pleasant atmosphere in their communications demonstrate interpersonal skills that are important for emotional well-being and social success in their circle of friends.

3. Influence attitudes.

The act of influencing others is part of everyday life, and one of the goals of communication is to change the attitudes of a person or society. Students who prepare feedback strategies show their awareness of efforts to influence the attitudes of their friends.

4. Improve relationships.

Communication aims to improve relationships. Controlling emotions and adjusting communication styles carried out by students are important steps to improve and maintain friendship relationships. Active listening, providing responses that reflect feelings, and showing genuine concern can improve the quality of communication and strengthen relationships. In the context of friendships, students who apply this technique can help defuse conflict and rebuild trust that may have been lost due to misunderstanding or conflict (Bagdasarov et al., 2019). In addition, adaptive cognitive emotion regulation strategies, such as reappraisal and acceptance, play an important role in maintaining friendship relationships and reducing relationship conflict. This research emphasizes that the ability to regulate emotions in a social context is critical to creating and maintaining a positive social environment (Ricciardi et al., 2022).

Overall, controlling emotions, adjusting communication styles, empathy, and wise use of technology are important strategies that can help students improve and maintain their friendships. Implementing these strategies not only improves the quality of relationships, but also contributes to their emotional and social well-being.

5. Take action.

Effective communication can be seen from the actions taken by the communicant. Students' use of expressions and body movements shows how they encourage desired actions and responses in communication. Using appropriate facial expressions, such as a smile or a serious expression, can help clarify the intentions and emotions to be conveyed, thereby strengthening the verbal message. Capable students integrating verbal and nonverbal communication effectively is often more successful in directing the conversation in the desired direction, both in academic discussions and social interactions (Ramadhan et al., 2023).

CONCLUSION

This research examines students' experiences in building effective communication in friendships, identifying four main keys: regulating emotions and adjusting communication style, not forcing one's will and being sensitive to the atmosphere, preparing feedback strategies and overcoming communication difficulties, and using expressions and body movements. The results showed that students who implemented these strategies were able to communicate more effectively, creating more enjoyable and meaningful relationships, which had a positive impact on their interpersonal relationships, emotional well-being, and social success. For future research, it is recommended to explore the influence of different cultural factors and academic environments in building effective communication, as well as evaluate the effectiveness of communication training programs specifically designed for students.

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