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COMMUNICATION STYLE OF LEADERS AT MANGGALA WANABAKTI BRANCH POST OFFICE

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Abstract

Humans must communicate in their lives, meaning they need other people and groups or communities to interact with each other. This is an essence that most of the human person is formed as a result of social integration with fellow groups and society. Within the group or organization, there is always a form of leadership that is an important issue for the survival of the group, which consists of leaders and subordinates or employees. It cannot be separated from a leader, members, and organizational climate in an organizational environment. A leader must have a communication style to create a more effective work environment. Every leader has a different communication style and each communication style has its advantages and disadvantages. In every communication activity, there will certainly be various obstacles. Barriers in any communication activity will certainly affect the effectiveness of the communication process. Because in mass communication the barriers are relatively more complex in line with the complexity of the components of mass communication.

Keywords:

Communication styles, Leadership, Organizational

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INTRODUCTION

Humans must communicate in their lives, meaning they need other people and groups or communities to interact with each other. This is an essence that most of the human person is

formed as a result of social integration with fellow groups and society. Within the group or organization there is always a form of leadership which is an important issue for the survival of the group, which consists of leaders and subordinates or employees.

Researchers want to conduct research on the leadership communication style of the Post Office Branch. There are 6 communication styles, namely The Controlling Style, The Relinguishing Style, The Equalitarian Style, The Structuring Style, The Dynamic Style and the last The Withdrawal Style. Researchers want to know what communication style is used by organizational leaders in Kant. In every communication activity, it is certain that there will be various obstacles. Barriers in any communication activity will certainly affect the effectiveness of the communication process. Because in mass communication the barriers are relatively more complex in line with the complexity of the components of mass communication.

Technical barriers are limited facilities and communication equipment. In terms of technology, it is decreasing with new findings in the field of advances in communication and information technology, so that communication channels are reliable and efficient as communication media. The type of obstacle can be the absence of a clear work plan or procedure, lack of information, etc.

Semantic barriers, the absence of a relationship between symbols (words) and what is generated (meaning or interpretation), can result in the words used being interpreted incorrectly. The absence of a relationship between the symbol (word) and what is symbolized (meaning or interpretation), can result in the word used being interpreted very differently from what is actually intended. To avoid this kind of miss communication, a communicator must choose the right words according to the characteristics of the communicant.

Human barriers, occur due to personal factors and prejudices, perceptions, skills or incompetence, the ability or inability of one's senses, and so on. Barriers stemming from individual human differences are differences in perception, age, emotional state, etc. Meanwhile, the psychological climate barrier in the organization is the working climate. or Post Manggala Wanabakti Branch

LITERATURE REVIEW
Communication

Communication is one of those human activities that everyone recognizes but very few can define satisfactorily. Communication has an infinite variety of definitions such as talking to each other, television, information dissemination, our hairstyles, literary criticism, and many more. This is one of the problems faced by academics regarding something that is very diverse and has many sides.

There are six elements in Shannon and Weaver's communication model, namely: First, the source of information (information source) is the person who creates and sends messages. The source of information is also tasked with choosing what type of media will be used in sending messages. Second, Encoder (Transmitter) is a person who uses a machine to convert messages into signals or binary data. The encoder can be an individual, a group, or a message converter.

Third, Media (channel) is the medium used to send messages. Fourth, the decoder (receiver) is a machine that receives and converts signals or binary data into message form, or message receivers that interpret messages from the signals sent. Fifth, Destination is the recipient of the message addressed by the source of information.

Sixth, noise is a physical disturbance from the environment, humans, and so on that hinders the process of sending and receiving messages. The concept of Shannon and Weaver emphasizes that communication is goal-oriented (intentional) so that to be able to influence others, the concept of information in communication becomes the main idea.

Organizational Communcation

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Semantic barriers, the absence of a relationship between symbols (words) and what is generated (meaning or interpretation), can result in the words used being interpreted incorrectly. The absence of a relationship between the symbol (word) and what is symbolized (meaning or interpretation), can result in the word used being interpreted very differently from what is actually intended. To avoid this kind of miss-communication, a communicator must choose the right words according to the characteristics of the communicant.

Human barriers occur due to personal factors and prejudices, perceptions, skills or incompetence, the ability or inability of one's sensory organs, and others. Barriers stemming from individual human differences are differences in perception, age, emotional state, etc. While the psychological climate barrier in the organization is the atmosphere of the work climate.

The first basic element of the organization are the members of the organization. The organization must consist of people who carry out their work. There are usual activities with primary activities there. These activities consist of concepts, language speaking, problem solving and idea formation.

Communication Styles

Communication style is a collection of behavioral styles to get a response. While the leadership communication style is a style of communication between superiors and subordinates where a leader communicates in a group or organization. Communication style is communication within the organization which aims to get feedback or reciprocity from other people.

There are six communication styles, namely the first, the Controlling style. This controlling style is characterized by the presence of a will or will to limit, force, regulates late the behavior, thought,s and responses of others. People who use this communication style are known as one-way communicators. Those who use this style, are more concerned with sending the message than they are trying to hope for the message. They don't have the interest and concern to share messages.

They have no interest and concern for feedback unless the feedback is used for their own personal benefit. These one-way communicators, do not try to sell ideas to be discussed together but rather try to explain to others what they do. However, this controlling communication style often has a negative tone, causing other people to respond or respond negatively as well.

Second, The equalitarian style. An important aspect of this communication style is the existence of common ground. The equalitarian style of communication is characterized by the current flow of verbal messages and two-way traffic of communication. In this style of communication, the act of communication is done openly. The equalitarian style makes it easier to communicate within the organization, this style is effective in maintaining empathy and cooperation, especially in situations of making decisions on complex issues.

Third, The structuring style. This structured communication style utilizes verbal messages in writing and verbally in order to establish orders that must be carried out, scheduling tasks and work and organizational structure. The sender of the message pays more attention to the desire to influence others by sharing information about organizational goals, work schedules, rules, and procedures that apply in the organization.

Fourth, The dynamic style. This dynamic communication style has an aggressive tendency because the sender of the message or sender understands that his work environment is action-

oriented. The dynamic style of communication is often used by campaigners or supervisors who supervise salespeople (salesmen or saleswomen).

Fifth, The relinquishing style. This communication style reflects a willingness to accept other people's suggestions, opinions or ideas, rather than the desire to give orders even though the sender of the message has the right to give orders even though the sender of the message has the right to give orders and control others. Messages in this communication style will be effective when the sender of the message or sender is working with people who are knowledgeable about all the tasks or work assigned to him.

Sixth, The withdrawal style. The consequences that arise if this style is used is the weakening of the act of communication, meaning that there is no desire from people who use this style to communicate with other people because there are some problems or interpersonal difficulties faced by these people. Therefore, this style is not suitable for use in the context of organizational communication.

RESEARCH METHODS

Qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perceptions, motivations, actions and others holistically and by way of description in the form of words and language, in a special context that is natural and with using various natural methods

In qualitative research methods, it is known by the existence of research subjects. The research subject to be examined in this study is the Head of the Post Office at the Manggala Wanabakti Post Office. Researchers are interested in making the Post Office of Manggala Wanabakti Branch a research subject because researchers have submitted requests to several companies and the Post Office of Manggala Wanabakti Branch has accepted researchers' requests to conduct research in their company.

Based on the data that the researchers got through the Head of the Manggala Wanabakti Branch Post Office. The Manggala Wanabakti Branch Post Office is a branch office that is famous for its high income and often gets awards as the branch office that is the most compact and friendly to the community. Therefore, researchers are interested in conducting research related to the communication style carried out by leaders so that they can create good conditions in the office environment.

Qualitative descriptive research is aimed at describing and describing existing phenomena, both natural and human engineered, which pays more attention to the characteristics, quality, and interrelationships between activities. In addition, descriptive research does not provide treatment, manipulation or modification of the variables studied, but describes a condition as it is. The only treatment given was the research itself, which was conducted through interviews, and documentation.

It can be concluded that descriptive qualitative research is a series of activities to obtain data that is as it is without being under certain conditions, the results of which emphasize meaning. Here, the researcher uses a qualitative descriptive research method because this study explores the leadership communication style in the Indonesian Post Office. In addition, this research is also inductive in nature and the results emphasize more on meaning.

The collection technique is the method used to collect information and facts in the field. According to Sugiyono (2017: 208), the collection technique used by researchers is through interviews and documentation. The method used by researchers in this study is through:

1. Interview

According to Sugiyono (2017: 220), an interview is a meeting of two people to exchange information and ideas through question and answer so that meaning can be constructed in a particular topic. Technically, in the use of this interview technique, the data to be collected is verbal and non-verbal data. The researcher will conduct interviews with the head of the Manggala

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Wanabakti branch office, namely Mrs. Yoni Rishayati and two of her staff, namely Mr. Dimas and Mr. Indra.

2. Documentation

According to Sugiyono (2017: 240), Documents are records of events that have passed. Documents can be in the form of writing, pictures, or monumental works of someone. Documentation is carried out by researchers to make contact with actors as participants who are involved in a past historical event. . There are four types of documentation used in this method, namely: Archival Data (Archival), historical documents belonging to institutions or individuals, privately owned privacy documents such as wills, diplomas, secret files, diaries and so on, Public Documentation, such as data or information in various mass media, literature, agency publication materials and public announcements.

RESULTS AND DISCUSSION

The researcher has conducted interviews and also conducted an analysis related to the research topic that the researcher is doing. From these results the researchers found the analysis as listed above. After that the researchers made the results of the research and discussion. From the results of the analysis above, the researcher can conclude that the communication process carried out by the leader and staff of the Manggala Wanabakti Post Office is direct communication between the leader and his subordinates.

According to Shannon and Weaver (in Fiske, 2016:10), media are basically technical or physical tools that convert messages into signals so that they can be transmitted on a channel. There is a series of codes that can be transmitted. In the communication process at the Post Office of Manggala Wanabakti Branch, leaders and staff use two media, namely presentation media and mechanical media.

First, the media presentation includes the face, body. These things use 'natural' language such as spoken words, expressions, body language and so on. Media presentation requires the presence of a communicator who becomes the medium: limited to the here and now, and also produces various acts of communication.

Second, mechanical media include telephone, radio, television, telex. Media in this category use channels created by machinists and therefore have more limitations related to the nature of the technology and are more susceptible to interference effects. The telephone is only limited to transmitting audible verbal and nonverbal language.

The media used in communication at the Manggala Wanabakti Branch Post Office is face-to-face and also through digital media, namely Whatsapp groups. Interferences that occur in communication occasionally occur, but some occur usually because of a bad signal or a busy office atmosphere so that the communicant is less than optimal in receiving messages from the communicator due to interference or noise.

Then there is also the style of communication carried out by Mrs. Yoni. From the statement of the results of the interview, Mrs. Yoni uses an equalitarian style of communication in which communication in the organization is two-way. People who use this communication style that means similarity are people who have a high caring attitude and the ability to build good relationships with other people both in a personal context and within the scope of work relationships.

According to Sendjaja (in Roskina and Haris, 2020: 86), there are six communication styles, namely controlling style, equalitarian style, structural style, dynamic style and withdrawal style. From the results of the analysis, the researcher considered that the communication style used by the leader of the Manggala Wanabakti Post Office was an equalitarian style. The notion of equalitarian style itself is also marked by the flow of two-way traffic of communication.

Mrs. Yoni's communication style is characterized by always being open with her staff. The relationship between Mrs. Yoni and the staff and staff and staff is also well established. Internal conflict resolution is always well resolved, for example by conducting deliberation. Mrs. yoni and the staff also often carry out a birthday culture by treating the staff so that they can strengthen

the bond between office members. Although Mrs. Yoni rarely opens discussion forums, she still accepts criticism and suggestions from her staff.

Then there are also obstacles that occur within the organization. First, technical barriers are obstacles caused by various factors, such as the lack of necessary facilities and roles in the communication process, inappropriate mastery of communication techniques and methods, and physical conditions that do not allow the communication process to occur.

Second, barriers that are semantic. Semantic barriers are obstacles caused by errors in interpreting, errors in providing understanding of the language (words, sentences, codes) used in the communication process. The three human barriers or also called human barriers, these barriers are caused by various forms of attitude or behavior, both from communicators and communicants.

There were several obstacles in communicating within the organizational environment of the Manggala Wanabakti Post Office. There are two types of obstacles that occur in the Manggala Wanabakti Branch Post Office, namely technical barriers and human barriers. Human barriers usually occur because the leader who gives the news is too sudden and the staff is not responsive to the information so that there is miss communication and errors caused by human behavior itself.

In addition, there are also technical obstacles where these obstacles are caused by errors that are not caused by members of the organization but technology errors. For example

CONCLUSIONS

From the results of interviews that researchers have conducted with three informants, namely the Head of office and its two staff, gave the same result that the communication style the leader of the Manggala Wanabakti Branch Office is the equalitarian style, the notion of equalitarian style itself is also marked by enactment of the flow of verbal messages spread verbally and in writing that is two-way (two-way traffic of communication).

Leaders are open in discussion and always carry out two-way communication between superiors and subordinates so as to create more communication space freely. The head of the office is also known as an open and friendly person but still respected by his staff. Mrs. Yoni always takes the path of deliberation to resolve conflicts in the office.

Communication is the sending and receiving of information between two or more people so that the information can be understood. Communication too is the process of transferring understanding in the form of ideas from one party to another the other party. In addition, communication is defined as a process sending and receiving messages or news from one person to another. The communication process that occurs in the organizational environment of the Branch Post Office Mangala Wanabakti.

The communication process in the office environment is twofold directions, the media used are in the form of direct face-to-face and digital media or electronic, namely whatsapp groups. The relationship that exists between leaders and subordinates and between fellow staff are also good. Obstacles that occurred at the Manggala Wanabakti Branch Post Office. Previously, there had been several obstacles in communication, especially at the beginning of the Covid 19 pandemic.

Limited space for movement, and adaptation of new regulations Work From Home and Work From Office are one of the causes of obstacles what happened at the Manggala Wanabakti Branch Post Office. One example that ever happened was when Mrs. Yoni gave notification of WFO to staff via Whatsapp group directly suddenly but the staff number is not active so the staff is not came to the office because he thought that day was his WFH schedule. Besides that, Telephone network or signal interference has also been one of the main obstacles causing the meeting schedule to be delayed because the head of the office is having a hard time contacted.

This is a technical obstacle that causes miss communication and also includes behavioral barriers. The characteristics of an ideal leader is to have broad general knowledge, the higher

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one's position in the organizational leadership hierarchy, the more required to be able to think and act in general.

Ability to grow and develop and an inquisitive or curious attitude. Misunderstanding in receiving and interpreting messages can also be cracks in the organization. For example, relationship procedures in organizations do not followed properly. Lack of full commitment in organizational work, rules organization is not understood and internalized by members of the organization. The problem that never finished so that a comfortable organizational condition does not appear.

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