

Interpersonal Communication Patterns of Coaches And Players in the Futsal Community Training Program in Central Java

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Abstract

This study aims to understand interpersonal communication patterns between coaches and players in futsal training programs within the FUTSAL BERSINAR community, while also identifying the supporting and inhibiting factors of such communication. Using a descriptive qualitative approach, data were collected through interviews and observations of both coaches and players, with analysis conducted through a case study paradigm. The data were analyzed using thematic analysis, which revealed that two-way communication was the most effective pattern in this context. This effectiveness was demonstrated by the coaches' ability to deliver training material clearly and the players' ability to provide feedback, which enhanced understanding and motivation. Furthermore, the study found that two-way communication contributed to the development of stronger relationships of trust between coaches and players. These findings confirm the critical role of effective communication in achieving optimal training results and fostering a supportive environment in futsal communities like FUTSAL BERSINAR.

Keywords

Interpersonal Communication Patterns, Coach, Futsal Community, Sport Communication, Central Java

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INTRODUCTION

Interpersonal communication between coaches and players is a critical factor in determining the success of sports training programs, including futsal. In futsal training, effective communication facilitates the transparent transmission of tactical instructions and fosters mutual understanding, trust, and motivation. Every human being must do the communication process, and with the help of technology, the communication process becomes much more accessible (Hakiki & Adiprabowo, 2023). Despite its importance, many futsal teams struggle to implement communication patterns that maximize performance and cohesion. In Central Java's futsal community, the need for effective communication is heightened due to the fast-paced and dynamic nature of the sport. Coaches deliver clear and precise instructions during training, while players are expected to provide feedback to improve individual and team performance. However, the communication patterns between coaches and players often face challenges, such as miscommunication, lack of feedback, or a one-sided flow of information, which can hinder the team's overall effectiveness.

Communication is essential in practice. Communication is a very fundamental aspect of human life. In mixed codes, communicators and communicants combine two languages in one sentence or clause. This mixture consists of Indonesian as the primary language, with words, phrases, or idioms in English inserted into it using the structure of Indonesian (Rizka et al., 2021). Communication is essential, and everyone should know and understand it. With communication, information delivery between communicators and communicants becomes more accurate (Sinaga & Prasetyo, 2020).

Similarly, communication is essential in sports activities, particularly during sports training sessions (Novitaria M & Subarkah, 2019). In the context of sports, communication not only serves to convey instructions but also helps build trust and motivate athletes. Effective communication between coaches and players is critical in improving performance, allowing players to understand and implement game strategies more efficiently. As a medium of communication, it can provide a compelling message (Adiprabowo & Widodo, 2023). Moreover, it facilitates a stronger coach-player relationship, fostering an environment of mutual respect and support. This is crucial in high-paced sports like futsal, where quick decision-making and teamwork are essential for success. Clear and consistent communication ensures that players align with the coach's vision, which can significantly impact team performance.

Humans cannot interact without communication, so communication becomes an inseparable part of daily life, including in the relationship between parents and children. Communication comes from the Latin word "communis," which means universal or shared (Rezeki et al., 2022). Users can communicate, interact, and connect with every member of a community (Anandayan & Adiprabowo, 2023). Other humans also perceive humans as objects. Effective communication often depends on understanding interpersonal perceptions well between individuals (Nuzuli, 2020). Communication not only plays a role in conveying information and changing the behavior of vulnerable people to be more vigilant. Communication also reduces uncertainty by crafting messages that are appropriate to public needs. Communication as a form of human interaction is present to meet the need for certainty. Effectiveness in interpersonal communication can encourage the formation of good relationships with friends, family, and colleagues. This happens because the parties involved in communication feel the benefits of the interaction, so they think it is essential to maintain interpersonal relationships (Azis & Aswanuddin, 2021). Interpersonal communication is necessary in everyday life because humans are social creatures who need interaction with others. In engaging in social relationships, individuals depend on each other, and the need to seek help from others is the primary motivator for these interactions (Ikhsan & Adiprabowo, 2024).

Parental interpersonal communication patterns are methods or techniques parents apply in communicating with their children, using verbal and non-verbal communication techniques (Junaidin & Hartono, 2020). Communication patterns between coaches and players play an essential role in shaping community behavior, personality, and habits (Utama et al., 2023). Communication patterns are methods or styles used by individuals or groups in communicating. It includes approaches or strategies used to convey a message or influence the receiver of the message (communicant) and is based on the principles of communication theory (Pusut, 2022). Futsal is a high-speed and dynamic game where the players must constantly move, have good technical skills, and have high determination. The word futsal comes from the Spanish words "futbol" (soccer) and "sala" (room), which when combined means "indoor football." Futsal is a ball game played by two teams, each consisting of five players (Kusumawati, 2013). Futsal is now a recreational sport that has developed into a competitive sport in various regional, national, and international events (Banyumas, 2019). Futsal describes the type of game played in a limited space, often with small physical dimensions such as a field or a small arena. The game is characterized by high

speed and intense dynamics, where the players must react quickly and adaptively to constantly changing situations; the rules in these games are usually strict and must be followed carefully to maintain safety and fairness in the competition. The futsal game requires players to learn to play with fast ball circulation, both in attack and defense, master the circulation of the game without the ball, and know the right timing. In addition, a player must have good physical and mental skills and playing techniques (Rahmadiani et al., 2019).

Interpersonal communication is one of the effective communication patterns. Communication patterns established in families play an essential role in early childhood development, including cognitive development (Junaidin & Hartono, 2020). Communication is crucial in maintaining athletes' motivation in training in a futsal club. The explanations given to athletes about the tasks to be performed can increase their motivation. The development of science and technology in sports indirectly encourages coaches to take creative and innovative steps in developing training programs for athletes. This is so that the training runs according to the target and facilitates communication with the athletes (Nafis & Kusuma, 2021). Webster's research highlights the instructional communication perspective as a valuable analytical tool for understanding the communication dynamics in sports coaching (Wahyudi & Laturrahkmi, 2022). Effective communication between coaches and players impacts establishing a good relationship and supports improving achievement. The closeness created will make the training program more readily accepted and understood by athletes so that they can better carry out their duties and responsibilities.

The development of futsal has become one of the most popular sports in the current era. Futsal sports facilities such as courts have been widely spread in various cities, thus attracting interest from people of multiple ages. Men and women are very interested in futsal (Gumantan et al., 2021). This will help create reliable professional athletes who can fill future roles in the development of the sport. FUTSAL BERSINAR is a futsal team established in 2013 in Klaten, Central Java. One of Anton's FUTSAL BERSINAR players was an Indonesian national team player in 2017. FUTSAL BERSINAR also often participates in a competition/tournament that, on average, FUTSAL BERSINAR wins at the provincial level. Interpersonal communication is considered the most effective approach in interacting with futsal players and coaches because it is spontaneous, based on habitual behavior, and carried out with awareness. The process of interpersonal communication within the FUTSAL BERSINAR team becomes a critical moment when players and coaches interact with each other during training sessions. On the field, communication is at the core of effective collaboration between coaches and players. A coach has a crucial role in an academy. His presence is one of the main factors determining athletes' success in achieving achievements (Dermawan et al., 2020).

Effective communication between coaches and players helps build a solid understanding of game tactics, improve technique, and encourage high team morale. In addition, these interactions also allow athletes to provide feedback and ask coaches questions, strengthening cooperative relationships and skill development within the team. In this case, the Coach uses this approach to establish reciprocal solid relationships between coach and player and between player and coach, thus encouraging quality two-way communication. Based on the description above,

researchers are interested in researching the communication patterns of coaches and players in training programs. The coach's interpersonal communication with his players is an effort to get closer. This can also dilute the atmosphere so that it is not tense or so that the coach can provide positive doctrines to his athletes. Even the coach can provide a positive motivation to motivate players to get better (Refiater & Haryanto, 2024). Interpersonal communication is a process in which messages are used to achieve shared understanding among two or more individuals, at least in situations that provide equal opportunities for both speaker and listener. Interpersonal communication is unique in that it always starts from a psychological relationship, and this psychological process always has an impact on influencing each other (Hasim & Rahayu, 2020).

THEORETICAL STUDY

Interpersonal communication

It is the process by which messages are relayed and received between two people or in a small group, with some immediate response or feedback. Interpersonal communication involves interaction between the sender of the message and the receiver of the message, where messages are sent and received directly between the two parties. In everyday life, interpersonal communication becomes an interaction process in which messages are conveyed from the individual who communicates to the individual who receives the message. Interpersonal communication can occur in various situations, either through face-to-face interaction or communication media, between two or more people. This can happen in a structured context, such as in an official meeting or a more informal and general situation in everyday life (Oktafiranda et al., 2020). It reflects the flow of information, understanding, and interaction between individuals in various situations and contexts. Interpersonal communication can be grouped into three aspects: involvement, control, and attachment. Engagement includes efforts to maintain satisfying relationships with others and feelings of belonging; control involves the need to influence and show power, while attachment consists of the desire to foster friendship, closeness, and love. Interpersonal needs vary among individuals.

Understanding a person's interpersonal needs can help understand their communication behaviors. In general, communication is a complex process in which messages are conveyed and understood by the parties involved. In this context, there are two main forms of communication processes: primary communication and secondary communication. Primary communication refers to the direct and primary exchange of information between the sender and receiver of a message. This can take many forms, such as direct conversation, non-verbal communication, such as facial expressions or body language, or written communication, such as letters or emails. Primary communication tends to be the primary means of gaining deeper interpersonal understanding and interaction. Effective communication occurs when the person conveys his feelings and problems, feels understood, and receives his message well from the other party (Syaputra & Ayuh, 2020).

On the other hand, secondary communication involves a more complex process in which messages conveyed by individuals or groups can be channeled through intermediaries or other media before reaching the final recipient. An example is when

information is published through mass media such as newspapers, television, or social media. This process can involve interpreting and filtering a message by a third party before it reaches the final audience, affecting how it is understood. Thus, understanding the difference between primary and secondary communication helps design an effective communication strategy depending on the context and purpose of the desired communication (Charolin et al., 2021). Family communication patterns establish a shared social reality due to intense and continuous communication (Agustin et al., 2023). Effective communication in a family involves several essential aspects, including (a) Listening to what is conveyed and paying attention to facial expressions to understand what is not being said, (b) Asking the right questions to dig deeper information, (c) Conveying one's problems clearly, (d) Finding the right time to gather together (Jayanti & Hidayat, 2023).

Mark L Knapp and Anita L. Vangelisti highlight that how we communicate interpersonally is influenced by certain factors, including our relationships, which include communicator needs such as the desire for control, affection, and inclusion. These needs can change as the way we communicate and the life experiences we experience. In the context of the traits of communicators, they emphasize that although we have an essential ability to communicate at birth, the ability to be an effective communicator in interpersonal relationships is primarily influenced by factors that are created or developed throughout our lives. They also highlight four critical factors to communicators: knowledge, experience, motivation, and attitude. Interpersonal communication is a direct interaction between two or more individuals where the sender of the message can convey the message directly, and the recipient can receive and respond to the message directly as well. Interpersonal communication is a process in which messages are used to achieve shared understanding among two or more individuals, at least in situations that provide equal opportunities for both speaker and listener. Interpersonal communication is unique in that it always starts from a psychological relationship, and this psychological process always has an impact on influencing each other (Hasim and Rahayu, 2020). Factors such as openness, support, empathy, positive attitudes, and equity in interpersonal communication can play a role in supporting the achievement of community goals (Ashfahani, 2019). Interpersonal communication theory includes the stages of interpersonal relationships and their influencing factors. The purpose of this interpersonal communication is to generate motivation. This motivation is a coach's ability to encourage Futsal players' enthusiasm to perform brilliantly (Sutirta & Sukendro, 2020).

Generally, a coach can be defined as an individual who is recognized as an expert in preparing a person or group of people to develop skills in a particular field. Coaches are individuals who have the primary responsibility for the abilities of the athletes they train. This responsibility covers various aspects, from technical, tactical, and mental skills to a thorough understanding of the sport practiced (Putro, 2020). Coaching plays a vital role in nurturing and developing high-performing athletes, and effective coaching is characterized by a well-structured organization. A comprehensive Coaching program includes the necessary facilities, infrastructure, and adequate funding to ensure the continuity and success of the coaching process. The involvement and support of the government are crucial in determining the feasibility and success of athlete development programs (Muhsin et al., 2021). As professionals, coaches have the

skills to help develop the potential of athletes to achieve maximum achievements in a relatively short time. In the context of futsal club training, communication is essential in maintaining athlete motivation. The explanations given about the tasks to be done can boost their morale. Effective communication between coaches and players impacts good relationships, which supports increased achievement. The closeness that is established makes the training program easier for athletes to understand so they can carry out their duties better. Coaches are responsible for identifying athletes' talents, providing direction, and developing them to achieve short- and long-term achievements. As individuals with professional expertise, coaches are tasked with helping actualize the athlete's potential into optimal abilities relatively quickly. The role of the Coach as a liaison to achieve the highest achievements is very important (Putra, 2018). The Coach's role in honing talent is essential because the success of training results is also greatly influenced by the guidance and material he provides. Marta Dinata stated that endurance is the body's capacity to perform long-term physical exercise, which is crucial, especially in sports that last more than one minute (Purnomo, 2019).

Futsal involves five players per team who must coordinate intensely. Interpersonal communication in futsal is more complex because it requires close teamwork, consistent verbal and non-verbal interactions for game strategies, position changes, and quick decision-making on the field. Badminton: Usually played individually (singles) or in pairs (doubles). In single games, interpersonal communication is minimal. In contrast, in double games, communication focuses more on coordination between pairs, especially in dividing tasks such as positioning and responding to the ball (Puspita & Suranto, 2024). Today, futsal has become a trendy sport and is widely known by the public. This is true among young people and adults from various backgrounds.

Almost everyone can play futsal, making it a very inclusive and accessible sport for anyone. Many advantages can be obtained from playing futsal. First, futsal can improve health and physical fitness. This fast-paced and dynamic game helps improve stamina, muscle strength, and agility. In addition, futsal also trains coordination and teamwork skills because each player must work together to achieve common goals. Another advantage is the flexibility of time and place. Futsal can be played anytime and anywhere, both on indoor and outdoor courts. This makes it a practical choice for those with busy schedules who still want to exercise. In addition, futsal can also be a means of entertainment and recreation that is fun, both for players and spectators. With the many benefits offered, it is unsurprising that futsal continues to grow and is increasingly in demand by various social circles (Prastyo, 2018). Futsal is included in the category of sports that require a muscular physique and power because of the fast and intense nature of the game. In futsal, players must keep moving, running, and making sudden direction changes quickly. It demands high cardiovascular endurance and good muscle strength, especially in the legs and core of the body (Kasimbara et al., 2024).

RESEARCH METHODOLOGY

This study employs a descriptive qualitative approach using a case study method to explore the interpersonal communication patterns between coaches and players in the FUTSAL BERSINAR community. The case study method was chosen to allow an in-depth

and detailed examination of the communication dynamics within this specific futsal training program. By focusing on a particular team, the study aims to uncover unique insights into how communication functions in this context, revealing factors that may not be easily identifiable in broader research approaches.

Data were collected through in-depth interviews, participatory observations, and documentation. The interviews were conducted with key informants, including the head coach, assistant coach, senior staff, and players who have been involved in the community for an extended period. These informants were selected based on their direct experience with the communication practices within the team. Observations were carried out during training sessions to capture real-time interactions between coaches and players. Documentation, such as training materials and records, was also analyzed to provide additional context.

The collected data were analyzed using thematic analysis to identify recurring communication patterns, particularly two-way communication between coaches and players. This process involved coding the data and organizing it into themes reflecting communication's effectiveness and challenges in the futsal training environment. Triangulation techniques—comparing data from interviews, observations, and documentation—were employed to enhance the validity and reliability of the findings.

RESULTS AND DISCUSSION

Based on the research results, it can be concluded that effective communication is the primary key to building a solid relationship between coaches and players in the FUTSAL BERSINAR team. The two-way communication that the coach implements allows for active interaction, where the coach can provide direct feedback to the player, and the player also feels comfortable conveying their difficulties without fear of criticism. This aligns with the theory of interpersonal communication competence, where communication success is determined by openness, mutual support, and positive attitudes from both sides (Rizmayanti & Kusnarto, 2022). Effective communication is crucial in creating community satisfaction and achieving desired goals, especially in sports such as futsal teams. This study shows that when communication is good between coaches and players, satisfaction with team achievements increases significantly. On the other hand, ineffective communication can result in misunderstandings that lead to low motivation and player performance. Therefore, communication conveys information and is essential for creating a closer relationship between coaches and players and building a solid and collaborative team.

The interaction between coaches and players in the FUTSAL BERSINAR futsal team involves interpersonal communication characterized by openness and mutual support. Based on observations and interviews with key informants (coaches and players), it was found that coaches use a two-way communication pattern that facilitates active dialogue between themselves and players. The coach, Dedik Avianto, explained the importance of communication, which is easy for players to understand. He emphasized that the simplicity of the language and the ease of players' access in conveying their difficulties greatly influenced the success of communication. In this context, communication is related to the players' achievements and the team's overall performance. FUTSAL BERSINAR coaches also consistently implement nonverbal communication to complement verbal instruction. For example, coaches often point out body movements when explaining a particular technique or strategy, such as the

correct way to pass or kick the ball. This aims to give players a deeper and more concrete understanding, especially those with difficulty understanding verbal instructions.

One supporting factor that strengthens the effectiveness of interpersonal communication between coaches and players is interaction outside training hours. Activities such as social gatherings, get-togethers, or training camp events provide opportunities for coaches and players to get to know each other better in a more relaxed atmosphere. This helps to create a closer emotional bond, contributing to a more collaborative workout atmosphere. In this context, interpersonal relationship theory emphasizes the importance of openness and informal social interaction. It is relevant in explaining how the relationship between coaches and players can be strengthened through activities outside of training. However, besides supporting factors, the study found several communication barriers between coaches and players. One of the main obstacles is the players' lack of focus during training sessions. This is often caused by fatigue after work or personal issues that interfere with their concentration while training. As a result, many players have difficulty understanding the instructions given by the coach, which ultimately affects the quality and effectiveness of the training. Observations and interviews with the players revealed that some felt embarrassed or reluctant to admit they did not understand the training material, resulting in errors in implementing instructions on the field. As said by Dedik Avianto, the trainer of the FUTSAL BERSINAR community:

"In the context of an organization or futsal team, as well as in everyday life, the importance of communication is enormous. As the coach of the futsal team, I strongly emphasize the importance of effective communication. I believe that good communication can positively impact team performance, both in improving individual achievements and overall team achievements. I focus on two-way communication, where I can easily understand the needs and difficulties of the players. In addition, I use a communication language that is simple and easy for all players in the team to understand."

At the beginning of the practice, the coach briefed the players on the material to be carried out during the exercise. In this case, the coach applies a two-way communication pattern in which there is active interaction between the coach and the player. As futsal player Rio Ibrahim said:

"In my observation, the prevailing pattern of communication between coaches and players, and vice versa, has proven to be very effective in this team dynamic. The coach is open to players with difficulty understanding the practice material. He allows players to convey their incomprehension without fear of harsh criticism or reprimand. This creates a very different environment from what players on other teams usually experience, where they may feel uncomfortable or afraid to ask questions if they don't understand something well. With this pattern of open communication and mutual understanding, teams can solve problems more effectively and improve overall performance."

Interviews with key informants 1 and 2 concluded that coaches used not only verbal language in providing material to the players but also nonverbal language, such as

demonstrations of body movements, such as how to defend or kick properly. This is so that the players can quickly understand the concepts taught.

Several supporting factors strengthen the implementation of interpersonal communication activities between coaches and players. One supporting factor is the interaction outside training hours, such as gathering together or holding social activities that strengthen the relationship between coaches and players. In addition, implementing a training camp is also an influential supporting factor in enhancing the bond between coaches and players because it allows them to further explore their knowledge and skills in a more relaxed and collaborative atmosphere. Fear of communicating includes a wide range of feelings and attitudes that hinder a person from interacting verbally or non-verbally. These include shyness that makes a person feel insecure in speaking or communicating with others, unwillingness to communicate that may arise due to fear of rejection or criticism, stage fright that makes a person feel tense or nervous when in public, and also a sense of reluctance that makes a person feel reluctant to open up or speak in front of others. These can be significant obstacles to a person's ability to communicate effectively and build good relationships (Alfakalia & Maharani, 2013).

In addition, a coach's communication skills towards his players significantly impact adequate communication fluency. As FUTSAL BERSINAR coach Dedik Avianto said:

"A coach's communication skills are also crucial in facilitating effective communication. This includes the ability to choose the right words when giving feedback to players. The coach must also understand the players' characteristics to receive the input well without offending them. If the coach does not treat the player correctly, this could cause the player to feel offended and most likely to refuse to accept direction or feedback from the coach in the future."

Coaches state the importance of having communication skills, including choosing words wisely to prevent players from becoming unmotivated and approaching players personally to understand their characteristics (Alim, 2020). In the pattern of interpersonal communication between coaches and players, in addition to supporting factors, there are also obstacles both coaches and players face. One obstacle that often arises is the players' lack of focus on the material the coach delivered during training. Players may be distracted by various factors, such as personal problems, distractions from the surrounding environment, or lack of interest in practice. This can hinder their understanding of the trainer's instructions and affect the overall quality and effectiveness of the exercise. Therefore, coaches and players must work together to identify and overcome these barriers to improve communication effectiveness and achieve training goals. In addition, a coach's communication skills towards his players significantly impact adequate communication fluency. The lack of focus of players in training on the material provided by the coach, as conveyed by Dedik Avianto as FUTSAL coach BERSINAR:

"Obstacles include players' lack of understanding of the instructions and some players who find it challenging to accept input or criticism. This happens because most players work and train immediately after work, causing a lack of focus in understanding the practice material. Players who have difficulty accepting input

tend to be selfish and reluctant to take responsibility, even though what they think is right is not necessarily accurate from the coach's point of view. In situations like these, the coach must prove that the input given is for the good of the player and the team's future development."

Similarly, Rio Ibrahima said as a player from FUTSAL BERSINAR:

"The players' lack of understanding of the coach's instructions and their lack of courage to admit incomprehension to the coach resulted in executing instructions on the field not meeting the coach's expectations."

David Fernandito, also a FUTSAL BERSINAR player, stated that:

"Players, especially when coaches introduce new material, have difficulty understanding the communication being delivered. As a result, implementing the new material did not go smoothly during training, although only a few players understood it."

From this description, it can be concluded that the main obstacle faced is the lack of effective communication between coaches and players. Lack of focus is one of the leading causes of players' inability to understand the material delivered by the coach. Coaches need to develop specific methods for dealing with players who have comprehension difficulties and choosing words wisely when giving feedback to avoid inducing a sense of unmotivation. In this section, researchers will discuss the results of the research description described in the previous sub-chapter. Based on the analysis of these data, researchers link the focus of the problem to the results of observations in FUTSAL BERSINAR. Through these observations, Researchers try to apply the theory used, namely the theory of competence and the concept of Interpersonal Communication. The results of observations made by researchers follow the theory used.

Dedik Avianto, as a coach, is aware of this obstacle and tries to overcome the problem with a more personal approach to the players. He understands that each player has different individual characteristics, and therefore, the way of delivering instructions and feedback must be tailored to the needs of each player. This reflects the theory of interpersonal communication competence, where an understanding of individual characteristics is essential for effective communication (Gani, 2020). In addition, coaches also face challenges in conveying criticism or feedback to players without offending them. If communication is not handled carefully, there is a risk that players may feel intimidated or lose motivation, which in turn can negatively impact their performance. Therefore, coaches must be careful in choosing the right words and providing constructive feedback so that the message is well received and does not cause demotivation.

In this context, FUTSAL trainers BERSINAR use interpersonal communication in interactions with its players. Interpersonal communication is the communication process among two individuals or a small group of individuals who interact with each other and give feedback to each other. The goal is that the players can easily understand the message conveyed by the coach according to the directions provided. Thus, the players are expected to become more serious and disciplined in the next training

session (Tondok et al., 2022). Interpersonal communication carried out by coaches with players has been going well and has contributed to the continuity of the team and the smooth running of interpersonal communication activities between them. The coach understands the best way for players to play futsal and vice versa; players also understand the coach's expectations and desires to improve the team's overall performance.

A coach's skills significantly impact his students' progress when training and competing. These skills include the ability to approach players at FUTSAL BERSINAR. This approach can be done by holding meetings outside of training hours, arriving early to interact with players before training begins, and holding training camps that strengthen relationships between coaches and players and between players with each other. In addition, choosing good words is crucial for coaches, so the message conveyed motivates players further because motivation comes from oneself and the closest people. Every player has characteristics that can support or hinder effective communication with the coach. The coach can also change poor characteristics, but this requires desire or awareness from the players themselves. If the way the coach does not respond well to the players, attempts to change the bad characteristics will also not go smoothly. Players' motives vary and can include various factors such as emotions, wants, needs, psychological aspects, or other impulses that drive their actions. The player's motive has an equally important role as the material delivered by the coach. Although the coach has extraordinary abilities, the training program will not go smoothly if the joyous motives of the players do not support him. This is an absolute and inseparable factor (Subarkah et al., 2017).

Based on the results described, several vital points related to the role of communication in the success of the futsal team need to be discussed further, especially in the context of the FUTSAL BERSINAR team.

1. The Role of Interpersonal Communication in the Futsal Team:

Interpersonal communication is essential in supporting the performance of individuals and the team. In this study, it was found that the two-way communication pattern applied by the coach allows for a more interactive dialogue between the coach and the player. This aligns with the two-way communication theory, emphasizing that effective communication involves conveying information and listening to the recipient's responses and feedback (Muskanan, 2015). With this communication pattern, players feel more comfortable conveying their difficulties without fear of getting sharp criticism. Instead, the coach supports and directs them to improve their performance.

In this context, interpersonal communication also acts as a bridge that strengthens the emotional connection between coaches and players. Good communication helps coaches understand the needs and personalities of players so they can provide more personalized and practical guidance. On the other hand, players also have an easier time understanding the coach's expectations and feel motivated to improve their performance. Dedik Avianto, FUTSAL BERSINAR coach, revealed that an open and transparent communication pattern allows for more collaborative interaction between coaches and players. This is crucial in building trust, the foundation of an effective relationship between coaches and players.

2. Use of Nonverbal Communication in Practice:

This study also highlights the importance of nonverbal communication in training. Nonverbal communication, such as demonstrations of body movements, is an effective tool in conveying technical instructions to players. This is relevant to the "multimodal communication" concept, where messages are communicated through various verbal and nonverbal communication channels. In futsal training, the coach's demonstration of movements or strategies helps players get a more concrete picture of what is expected of them.

FUTSAL BERSINAR coaches often use nonverbal communication to supplement verbal instructions, especially when players have difficulty understanding oral explanations. Demonstrations of movements, such as how to make a kick or the correct defensive position, provide players with a more precise visual understanding. This is important, considering that not all players have the same knowledge of verbal instruction. In this case, coaches must be sensitive to the needs of different players, and nonverbal communication can be an effective solution to address these gaps in understanding.

3. Supporting Factors and Barriers in Communication:

As discussed earlier, interaction outside of training hours is one of the significant supporting factors in improving the quality of communication between coaches and players. Social activities such as get-togethers or training camp implementation allow coaches and players to get to know each other better in a more relaxed and informal atmosphere. This helps to create a stronger emotional bond, which in turn has a positive impact on the quality of the exercise. In addition, this activity also allows coaches to understand players' characteristics better, which is very important in providing feedback that suits the needs of each player.

However, the study also identified several barriers to communication between coaches and players. One of the main obstacles is the player's lack of focus during training sessions, often caused by fatigue factors after work or personal issues. These factors interfere with the player's concentration and result in difficulty in understanding the instructions given by the coach. In some cases, players also feel reluctant to admit that they do not understand the training material, ultimately resulting in errors in implementation on the field. This obstacle can be overcome by creating a more open and supportive communication environment where players feel comfortable conveying their difficulties without fear of criticism.

In the context of this study, the theory of interpersonal communication competence is very relevant in explaining the dynamics of communication between coaches and players. This theory states that interpersonal communication competence involves understanding and adapting messages to the recipient's needs and creating a supportive environment. FUTSAL BERSINAR coach Dedik Avianto applied this theory by focusing on openness, language simplicity, and nonverbal communication to facilitate player understanding. Thus, the theory of interpersonal communication competence provides a solid theoretical foundation for understanding communication's success in the futsal team's context.

In addition, motivation theory is also relevant in understanding how effective communication can affect player motivation. Two-way communication allows for a mutually supportive interaction between coaches and players, where coaches provide constructive feedback, and players feel supported to improve their performance continuously. In this context, communication plays a role in conveying information and is a motivational tool that encourages players to reach their best potential.

Several steps can be taken to overcome the communication barriers found in this study. First, coaches can create a more inclusive and supportive training environment where players feel comfortable conveying their difficulties or incomprehensions without fear of criticism. This can be done by implementing a more open two-way communication pattern, where coaches actively listen to feedback from players and provide guidance accordingly. Second, coaches can use a combination of verbal and nonverbal communication to ensure that the message conveyed is well understood by all players, especially those who may have difficulty understanding verbal instructions. Finally, interactions outside training hours, such as social activities or boot camps, can continue to strengthen and build stronger emotional bonds between coaches and players.

CONCLUSION

Based on the findings, this study concludes that communication patterns are essential for facilitating clear message transmission and reception between coaches and players. In the FUTSAL BERSINAR community, two-way communication was identified as the dominant and most effective pattern. This pattern allows players to provide input during matches and training while enabling coaches to deliver instructions that the players easily understand. The ability for players to give feedback further enhances mutual understanding and contributes to a more effective training process.

To improve communication strategies, coaches and sports organizations should actively promote two-way communication by encouraging feedback from players during and after training sessions. Regular debriefs or feedback meetings could be implemented to ensure continuous communication, helping coaches adjust training methods according to player needs and progress. Training workshops on communication skills for coaches could help them enhance clarity and foster stronger relationships with their teams.

For future research, it would be beneficial to explore the effects of two-way communication on individual player performance and team dynamics in other sports. Comparative studies between teams that use one-way versus two-way communication could further clarify its impact on team success in different cultural or organizational contexts. Moreover, examining how factors like cultural diversity or gender dynamics influence communication in sports teams would provide valuable insights into how communication strategies can be adapted to various environments. By fostering strong communication, sports teams can improve their training outcomes and build a cohesive and trusting team dynamic, ultimately contributing to long-term success.

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