Factors Affecting Toxic Friendship Communication In Work Organizations In Palembang City

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Abstract: *The work environment is a second home for people who have jobs. Communication behavior in friendship is important in building a good social relationship. However, not all friendships can have a positive impact, on the other hand, they can also have a negative impact, such as the term toxic friendship (bad/toxic friendship) in the work environment. This research aims to determine the factors that influence toxic friendship communication in work-organizational life in Palembang City. The theory used in this research is social identity theory. The research method uses quantitative with a total of 50 respondents. The data uses questionnaire data collection techniques via Google Forms. The research results show that if it is known that the KMO MSA value is 0.500 < 0.50 and the Bartlett's Test of Sphericity (Sig.) value is 0.000 < 0.05, then the factor analysis can be continued because it meets the first requirement. The MSA value of all variables studied is > 0.50, so the second requirement in this factor analysis is fulfilled. The extraction value for all variables is >0.50. Thus it can be concluded that all variables can be used to explain factors. The variance explained table and Screen Plot show that 4 component points have an eigenvalue >1, so it can be interpreted that 4 factors are formed in toxic friendship communication that occurs in the work environment in Palembang City. The research results show that friendship dynamics can reveal the emergence of toxic friendships with unhealthy patterns. Friendships in a toxic work environment in the city of Palembang can be characterized by a lack of boundaries in communication, conflicts that are not resolved properly at work, and the emergence of passive aggressiveness at work, or even emotional manipulation.*
Keywords: Communication, Friendship Dynamics, Toxic Friendship, Work Environment

Abstrak: *Lingkungan kerja pada dasarnya adalah rumah kedua bagi masyarakat yang memiliki pekerjaan. Perilaku komunikasi dalam pertemanan menjadi hal penting dalam membangun suatu hubungan sosial pertemanan yang baik. Namun, sebuah pertemanan tidak semua dapat berdampak positif, di sisi lain juga bisa berdampak negatif, seperti halnya terdapat istilah toxic frienship (pertemanan yang buruk/beracun) dalam lingkungan kerja. Tujuan penelitian ini untuk mengetahui factor-faktor yang mempengaruhi komunikasi toxic friendship dalam kehidupan organisasi kerja di Kota Palembang. Teori yang digunakan dalam*

penelitian ini adalah teori social identity theory. Metode penelitian menggunakan kuantitatif dengan jumlah responden sebanyak 50 orang. Data menggunakan teknik penggumpulan data kuesioner melalui google form. Hasil penelitian menunjukkan bahwa adanya di ketahui nilai KMO MSA sebesar 0.500 < 0,50 dan nilai Bartlett's Test Of Sphericity (Sig.) 0.000 < 0,05, maka analisis factor dapat di lanjutkan karena memenuhi persyaratan Pertama. Nilai MSA semua variable diteliti adalah > 0,50, maka persyaratan kedua dalam analisis factor ini pun terpenuhi. nilai extraction untuk semua variable adalah >0,50. Dengan demikian dapat disimpulkan bahwa semua variable dapat dipakai menjelaskan factor. Tabel variance explained dan Screen Plot menunjukkan ada 4 titik component yang memiliki nilai eigenvalue >1 maka dapat diartikan bahwa ada 4 faktor yang terbentuk dalam komunikasi toxic friendship yang terjadi di lingkungan kerja di Kota Palembang. Hasil penelitian menunjukkan dinamika pertemanan bisa membuka cela munculnya pertemanan beracun dengan pola yang tidak sehat. Persahabatan di lingkungan kerja yang toxic di kota Palembang dapat ditandai dengan kurangnya Batasan dalam berkomunikasi, konflik yang tidak terselesaikan dengan baik saat bekerja, hingga munculnya sifat agresif pasif saat bekerja, atau bahkan manipulasi emosional.

Keyword : Komunikasi, Dinamika pertemanan, Toxic Friendship, Lingkungan Kerja

Introduction

The work environment is a second home for people who have jobs[1], therefore interactions in the work environment are as important as interactions in other environments to carry out daily life well because humans are social creatures[2]. As social creatures, humans will interact with other humans in their environment through interaction, communication, and socialization. The communication that exists is not only limited to greetings and introductions but can continue to form play groups based on similarities between interests in the social sphere of the peer environment. This can give rise to communication behavior in the scope of social interaction. This communication behavior is manifested in verbal or non-verbal forms in a person's behavior[3].

Far from being an ideal image, the world of work often turns into a nest of negativity. Behind the glitter of professionalism, some workplaces have fallen into a toxic culture. This work environment is characterized by unhealthy communication patterns, ranging from incessant gossip and derogatory comments to a total lack of transparency. In the end, it leads to employees who are tired and lose their enthusiasm for work. The impact of a toxic work environment is not only limited to employee morale and enthusiasm. This negative culture can spread to various aspects, including the productivity of the company or organization. Employees who are trapped in a toxic environment tend to experience decreased motivation, loss of focus, and difficulty contributing optimally. This inevitably results in a decline in the performance of the company or organization and hampers various goals that should be achieved together.

[1] Peyton, T., & Zigarmi, D. (2024). Employee perceptions of their work environment, work passion, and work intentions: A replication study using three samples. *BRQ Business Research Quarterly*, *27*(2), 121–143.

[2] Hasegawa, K. (2024). Human Dignity as a Global Common Good. Dalam R. Gotoh & T. University (Ed.), *Dignity, Freedom and Justice*. Springer, Singapore. https://doi.org/10.1007/978-981-97-0519-1_5

[3] Amir, M., Wajdi, R., & Syukri. (2020). Perilaku Komunikasi Toxic Friendship (Studi terhadap Mahasiswa Fisip Universitas Muhammadiyah Makassar) . *Jurnal Komunikasi dan Organisasi (J-KO)*, *02*(02), 93–111.

In the work environment, many things must be considered, namely how to achieve sustainable goals in the organization[4], However, in relationships not everything goes well, this is caused by several factors, one of which is communication patterns that use poor language and bad actions.[5]. There are several ethical standards in communication which are referred to as toxic communication, such as violations of ethical standards, individual efforts to trigger feelings of dissatisfaction and anxiety among employees, and finally, efforts to reduce employee work motivation either intentionally or unintentionally, resulting in toxic communication. whether from colleagues, superiors, or subordinates in the work environment, it can have an impact on health so this will be detrimental to the individual and the company as a whole.

In line with what was stated by Bhat et al[6], Toxic communication can be a demotivating factor for employees who carry out work in an organizational environment[7], The impacts that can arise include feelings of not being appreciated, decreased motivation, and also low productivity. Healthy communication is an important thing to create to obtain a conducive work environment and create balance in the organization toxic communication should be minimized in the work environment because toxic communication always hurts individuals and society[8].

The city of Palembang is currently one of the 5 big cities in Indonesia, where the city of Palembang occupies the title of the second most populous and largest city in Indonesia at the moment. ("Metode Baru Indeks Pembangunan Manusia 2010-2021," t.t.), so it is certain that the movement of industry and the world of work is also mushrooming. Therefore, toxic communication is important to research, apart from that, by understanding the symptoms of toxic communication, it will be easier to classify the negative impacts resulting from these actions.

based on data explained from Gangemi, 2024 In 2017, 19% of employees reported having experienced bullying at their work location, whereas according to research conducted by the workplace bullying institute, toxic actions in the world of work even jumped to 30% in 2021 and 43% for remote workers. This data can become the basis for concerns about workers' mental health, high work pressure will trigger more volatile toxic actions if not understood and handled well.[9].

Based on the results of a survey conducted at several work organizations in Palembang from December 2023 to the end of January 2024, we found that there are still many workers who feel stressed by the presence of toxic communication in their work environment, and hope that toxic communication can be eliminated in the work environment. to create good relationships between workers, so that they can feel comfortable when carrying out work. Responses related to toxic communication tend to provide technical and non-technical solutions, where there is an assumption that hate as something that triggers toxic

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[4] Pavlova, E., Terentyeva, E., & Matevosyan, A. (2020). Toxic communication as a risk factor when promoting Health, Safety & Environmental culture in an organization. *E3S Web of Conferences*, *169*, 05003. https://doi.org/10.1051/E3SCONF/202016905003

[5] Ibid…

[6] Bhat, S. A., Patni, P., Bhat, S. A., & Patni, P. (2023). A review: Impact of motivation and toxic work around job culture. *https://wjarr.com/sites/default/files/WJARR-2023-0463.pdf*, *17*(3), 747–751. https://doi.org/10.30574/WJARR.2023.17.3.0463

[7] ibid

[8] Lavorgna, A., & Powell, A. (2023). Addressing Antisocial Behaviour and Toxic Communication Online. *European Journal on Criminal Policy and Research*, *29*(3), 303–309.

[9] ibid

communication is a natural thing, so there needs to be a description to prevent things that contribute to divisive, impulsive actions. and antagonists in a group can be acted upon or eliminated[10].

According to ShapiroThe problem of toxic friendship can be explained by Social Identity Theory, which is a psychological theory that explains how individuals define themselves based on membership in a social group which consists of two components, namely personal identity and group identity[11], next according to Cupach & McKeown at al Toxic friendship occurs because there is a tendency where individuals identify with groups with a positive image and increase their self-esteem, and conversely tend to avoid groups with a negative image because it will lower their self-esteem. In this theory, toxic friendship can help to understand why individuals are trapped in unhealthy relationships which are related to distorted group identity, fear of losing membership, pressure to conform, and decreased self-esteem for individuals who feel their environment tends to be toxic in friendships[12][13].

Toxic Friendship is an unhealthy friendship relationship that only benefits one party and harms the other party. Apart from that, friends, the characteristics of toxic friendship according to Yager include: a) Criticism, not being able to appreciate the work or achievements achieved by other people, feeling jealous because other people are more successful and better than themselves, and trying to belittle them by saying bad things. about the success achieved by others; b) No Empathy, meaning that in a relationship there is no understanding of someone's point of view to feel, love and show sympathy for another person; c) Stubbornness, meaning not wanting to listen to other people's words, assuming that one's position is always right, not wanting to admit that one is wrong, not wanting to give in, being reluctant to ask other people for help; d) Always Dependent, meaning unable to live without other people, unable to live independently, always needing the presence of other people, always needing help from other people, and afraid of losing other people[14].

Friendship should be a source of support and joy. However, when negativity creeps in and friendships become toxic, the consequences can be significant. Individuals within such friendships may experience a rise in anxiety and depression. These overwhelming emotions can make social interaction feel burdensome, leading them to withdraw from the friend group altogether. This isolation can further exacerbate feelings of loneliness and depression, creating a vicious cycle. Recognizing the signs of toxic friendships and taking steps to distance oneself from unhealthy dynamics is crucial for protecting mental well-being and fostering positive social connections[15].

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[10]   Munn, L. (2020). Angry By Design : Toxic Communication and Technical Architectures. *Humanities & Social Sciences Communications*, *7*, 7. https://doi.org/10.1057/s41599-020-00550-7

[11]   Shapiro, D. L. (2010). Relational Identity Theory: A Systematic Approach for Transforming the Emotional Dimension of Conflict. *American Psychologist*, *65*(7), 634–645. https://doi.org/10.1037/A0020004

[12]   McKeown, S., Haji, R., & Ferguson, N. (2016). *Understanding Peace and Conflict Through Social Identity Theory*. 3–17. https://doi.org/10.1007/978-3-319-29869-6

[13]   Cupach, W. R. (2000). Advancing Understanding about Relational Conflict. *Journal of Social and Personal Relationships*, *17*(5), 697–703. https://doi.org/10.1177/0265407500174013/ASSET/0265407500174013.FP.PNG_V03

[14]   Hasanah, L. M. (2022). *Pengaruh Toxic Friendship Terhadap Persepsi Sosial Pada Masa Remaja Di Pondok Pesantren Miftahul Huda 06 Kecamatan Sumber Jaya Kabupaten Lampung Barat*. Universitas Lampung.

[15] Faris, R., Felmlee, D., & McMillan, C. (2020). With Friends Like These: Aggression from Amity and Equivalence. *American Journal of Sociology*, *126*(3), 673–713. https://doi.org/10.1086/712972

In the Koran there are eight terms related to friends quoted from Reza, 2020. One thing that is interesting to study in more depth is the word "khadzul" (QS. Al-Furqan [25]: 29). This word, which means "to mislead", contains a meaning that is closely related to the concept of "Toxic Friendship" in Islamic psychology. In this verse, a person is described as being led astray by his friend from the path of truth. This friend, like Satan, takes him away from the Koran and leads him to evil. This behavior contradicts the values of healthy friendship in Islam[16].

In Islam, the ideal friendship fosters personal growth and reminds each other to act with integrity. These friends support each other's well-being and encourage positive choices. In contrast, unhealthy relationships lead people down the wrong path, distancing them from their values and hindering their personal development. While the exact connection is still being explored, some scholars see a potential link between the concept of "Khadzul" (harm) in the Quran and the idea of toxic friendship in Islamic psychology. Ultimately, ideal friendship strengthens and uplifts, while unhealthy bonds drag one another down.

The importance of avoiding toxic friendships transcends religious boundaries. We find principles echoed in various faith traditions. Confucian wisdom, as expressed in the analysis of Confucius, emphasizes choosing friends wisely due to their influence on one's character. Similarly, Buddhist teachings in the Dhammacakkappavatana Sutta Promote kindness and beneficial actions in friendships. Hinduism, in the Bhagavad Gita, advises distancing oneself from envious and hateful companions while seeking association with the wise and virtuous for spiritual growth. Likewise, the Christian Bible, in Proverbs 24:21, discourages associating with deceitful and gossiping individuals, these diverse religious perspectives converge on the importance of fostering positive and supportive friendships.

Religion guides humans to build positive and constructive friendships, and avoid toxic behavior that can harm themselves and others. By understanding religious teachings and applying them in life, humans should be able to build healthy and mutually strengthening friendship relationships.

In this research, the author hopes to answer several problems related to how self-identity and group identity are in the context of toxic friendship. What are the psychological factors that make individuals trapped in toxic friendships? It is hoped that this research will provide benefits to individuals who experience toxic friendships, working professionals, and the wider community, and can be used to develop toxic friendship prevention programs, improve training for professionals who work with individuals who experience toxic friendships, and increase public awareness about toxic friendships.

Research Methods

This research uses a quantitative research method which is a systematic scientific approach to researching phenomena or problems using numerical and statistical data[17]. Researchers gather data through surveys and analyze it to produce results that are unbiased and can be measured. These findings can then be applied to a broader group of people, helping us understand general trends. One common survey tool is the Likert Scale. This Scale users a series of statements and asks respondents to indicate their of agreement or disagreement, typically with options like "strongly agree" to "strongly disagree." Each answer choice has a numerical

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[16] Reza, I. F. (2020). *TOXIC FRIENDSHIP IN ISLAMIC PSYCHOLOGY PERSPECTIVE*. Fakultas Psikologi. https://psikologi.radenfatah.ac.id/berita/detail/toxic-friendship-in-islamic-psychology-perspective

[17] Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatf dan R&D*. Alfabeta.

value assigned to it. Importantly, the difference between their numbers reflects a consistent change in the level of agreement. This allows researchers to analyze the data statistically and draw meaningful conclusions.

The study used a powerful statistical tool called SPSS to analyze the data. This technique goes beyond looking at individual factors and helps identify underlying patterns or hidden influences. Imagine these hidden patterns as the roots of the plant, while the data points are the leaves and branches. By analyzing these "roots" researchers were able to identify the core concepts that contribute to toxic communication in workplaces across Palembang City. These themes could include factors like work pressure, lack of trust, or unclear communication styles.

This study investigates factors that contribute to toxic communication within friendships at work in Palembang City. Researchers examined 12 variables potentially influencing these dynamics. To gather data, they randomly selected 50 participants from three organizations: UIN Raden Fatah Palembang, Bulog, and JPL. Notably, all participants had experienced communication discomfort in their work environment, ensuring the study focused on relevant experiences. A sample is a small portion of selected population members taken according to a certain procedure so that it can represent the population[18].

Research and Discussions

Tabel 1. KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	118.273
	df	66
	Sig.	.000

Sumber : Hasil Analisis Data SPSS, 2024

The KMO and Bartlett's Test output table functions to test the suitability of variables. In the table above it is known that the KMO and Bartlett's Test MSA (Kaiser-Meyer-Olkin-Measure of sampling Adequacy) value is greater than 0.50, so the factor analysis technique can be continued. Based on the output above, it is known that the KMO MSA value is $0.500 < 0.50$ and the Bartlett's Test of Sphericity (Sig.) value is $0.000 < 0.05$, so the factor analysis in this research can be continued because it meets the first requirement.

Tabel 2. Anti-Image Matrices

Kode Indikator	Indikator	Nilai AIM
P1	How would you describe your friendship with a friend?	0,452
P2	How often do you communicate with office friends?	0,511
P3	How important are your friendships with your office	0,221

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[18] Ibid 16

	friends to you?	
P4	How would you describe your image of friendship with friends?	0,613
P5	I feel like my friendships with my office mates make me feel like I'm part of something bigger.	0,512
P6	I'm afraid of losing my friendship with [friend's name] if I don't do what they want.	0,361
P7	I felt like I had to hide my true feelings and needs to be liked by friends.	0,605
P8	I felt like I was always being judged and criticized by friends	0,395
P9	I feel like I'm always blamed for everything by friends	0,397
P10	I felt like I was always being manipulated and controlled by friends	0,648
P11	I feel like I am always belittled and embarrassed by my friends	0,538
P12	I feel like I am always lied to and betrayed by friends	0,628

Source: SPSS Analysis Results, 2024

Anti-image Matrices are useful for knowing and determining which variables are suitable for use in factor analysis. In the Anti-Image Correlation table, in table 2. It is known that the MSA value for all variables studied is > 0.50, so the second requirement in this factor analysis is fulfilled.

Tabel 3. Communalities

	Initial	Extraction
P1	1.000	.511
P2	1.000	.702
P3	1.000	.700
P4	1.000	.762
P5	1.000	.396
P6	1.000	.519
P7	1.000	.494
P8	1.000	.729
P9	1.000	.658
P10	1.000	.492
P11	1.000	.658
P12	1.000	.764

Extraction Method: Principal Component Analysis.

Source: SPSS analysis results, 2024

Table 3. Communalities shows the value of the variables studied whether they are able to explain factors or not. Of all the variables analyzed regarding factors that influence toxic communication in work organizations in Palembang City, they are considered capable of explaining factors if the extraction value is more than 0.50. Based on the output above, it is

known that the extraction value for all variables is greater than 0.50. Thus it can be concluded that all variables can be used to explain factors.

Tabel 4. Total Variance Explained

| Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.574	21.454	21.454	2.574	21.454	21.454	2.375	19.789	19.789
2	2.118	17.647	39.101	2.118	17.647	39.101	2.018	16.817	36.606
3	1.435	11.955	51.056	1.435	11.955	51.056	1.501	12.505	49.110
4	1.258	10.487	61.542	1.258	10.487	61.542	1.492	12.432	61.542
5	.957	7.973	69.516						
6	.832	6.934	76.449						
7	.801	6.675	83.124						
8	.665	5.544	88.668						
9	.494	4.120	92.788						
10	.392	3.268	96.056						
11	.282	2.348	98.404						
12	.192	1.596	100.000						

Extraction Method: Principal Component Analysis.

Source: SPSS Analysis Results, 2024

The total Variance Explained table shows the value of each variable analyzed. In this research there are 12 variables, which means there are 12 components being analyzed. There are two types of analysis to explain a variant, namely Initial Eigenvalues and Extraction Sums of Squared Loadings. In the Initial Eigenvalues variant, it shows the factors that are formed. If all factors are added up, it shows the number of variables (ie 2.574 + 2.119 + 1.435 + 1.258 + 0.957 + 0.832 + 0.801 + 0.665 + 0.494 + 0.392 + 0.282 + 0.192 = 12 variables). Meanwhile, in the extraction sums of squared loadings section, it shows the number of variations or many factors that can be formed, in the output results above there are 4 (four) factor variations, namely 2.574, 2.118, 1.435, and 1.492.

Based on the Total Varience Explained output table in the "Initial Eigenvalues" section. So there are 4 (four) factors that can be formed from the 12 variables analyzed. Where the requirement to become a factor is that the eigenvalue must be greater than 1. The eigenvalue of component 1 is 2.574 or > 1, then it becomes factor 1 and is able to explain 21.454% of the variation, the eigenvalue of component factor 2 is 2.119 or > 1, then it becomes factor 2 and able to explain 17.647% of the variation, the eigenvalue of component factor 3 was 1.435 > 1, able to explain 11.955% of the variation in the factor and finally the eigenvalue of component factor 4 was 1.258 > 1, able to explain 10.487% of the variation in the factor. If factors 1, 2, 3, and 4 are added together, they can explain 61.542% of the factor variation.

Figure 1. Screen Plot
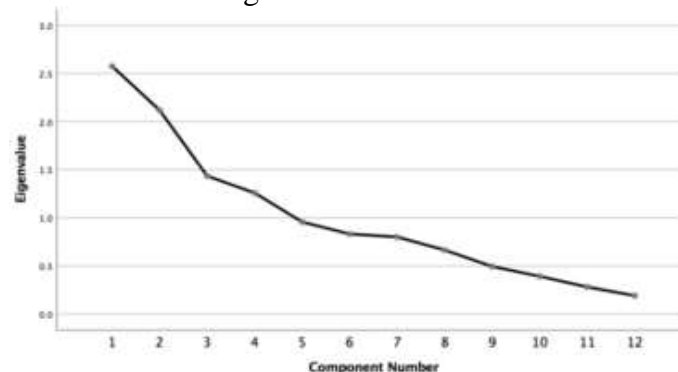
Source: SPSS Analysis Results, 2024

In this Screen Plot image, there are 4 component points that have an eigenvalue >1, so it can be interpreted that there are 4 factors that can be formed.

Tabel 4.

Rotated Component Matrix[a]

	Component			
	1	2	3	4
P1	-.063	.162	.283	.633
P2	.125	.792	.170	.175
P3	.032	-.051	-.451	.701
P4	.243	.831	-.058	.091
P5	-.053	.034	-.006	.626
P6	-.124	.154	-.675	.155
P7	.693	.054	-.083	-.061
P8	-.118	.269	.765	.241
P9	.485	-.613	.072	.204
P10	.628	-.257	-.126	-.128
P11	.760	.265	.070	-.079
P12	.759	.244	.332	.136

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Source: SPSS Analysis Results, 2024

From the rotated component matrix table analyzed using SPSS, the following explanation is known:
1. Variable P1. The correlation value of this variable with factor 4 = 0.633 and is greater than the other factors, so variable P1 is included in the factor 4 group..
2. Variable P2. The correlation value of this variable with factor 2 = 0.792 and is greater than the other factors, so variable P2 is included in the factor 2 group.
3. Variable P3. The correlation value of this variable with factor 4 = 0.701 and is greater than the other factors, so variable P3 is included in the factor 4 group.
4. Variable P4. The correlation value of this variable with factor 2 = 0.831 and is greater than the other factors, so variable P4 is included in the factor 2 group.
5. Variable P5. The correlation value of this variable with factor 4 = 0.626 and is greater than the other factors, so variable P5 is included in the factor 4 group.
6. Variable P 6. The correlation value of this variable with factor 4 = 0.155 and is greater than the other factors, so variable P6 is included in the factor 4 group.
7. Variable P 7. The correlation value of this variable with factor 1 = 0.693 and is greater than the other factors, so variable P7 is included in factor 1 group.
8. Variable P 8. The correlation value of this variable with factor 3 = 0.765 and is greater than the other factors, so variable P8 is included in the factor 3 group.
9. Variable P9. The correlation value of this variable with factor 1 = 0.485 and is greater than the other factors, so variable P9 is included in factor 1 group.
10. Variable P 10. The correlation value of this variable with factor 1 = 0.628 and is greater than the other factors, so variable P1 is included in factor 1 group.
11. Variable P 11. The correlation value of this variable with factor 1 = 0.760 and is greater than the other factors, so variable P11 is included in factor 1 group.

12. Variable P 12. The correlation value of this variable with factor 1 = 0.759 and is greater than the other factors, so variable P12 is included in the factor 1 group.

By looking at the discussion above, the conclusions that can be drawn in this factor analysis are as follows:

Table 5. Conclusion of Rotated Component Matrix

Faktor	Variabel
1	P7, P9, P10, P11, P12
2	P2, P4
3	P8
4	P1, P3, P5, P6

Source: Analysis of Table 4, 2014

In Table 5 it is known that factor 1 is the factor that accommodates the most variable variations in influencing toxic communication in the work organization environment in Palembang City.

Tabel 6.
Component Transformation Matrix

Component	1	2	3	4
1	.775	.539	.300	.138
2	-.612	.662	.218	.373
3	.158	-.027	-.687	.709
4	.016	-.519	.625	.582

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Source: SPSS Analysis Results, 2024

The Component Transformation Matrix shows that in component 1 the correlation value is 0.775 > 0.5, component factor 0.662 > 0.05, and component 4 0.582 > 0.5. Due to the correlation value of the three components, the three factors formed can be concluded as suitable for summarizing the twelve variables which represent toxic friendship communication factors in the organizational work environment in Palembang, while the component factor 3 -0.687 <0.05 is considered not yet It is appropriate to summarize the variables that represent toxic friendship communication factors in the organizational work environment in Palembang in this research.

From the research results, all factors have an influence on toxic communication that occurs among workers in the Palembang area work environment. It is known that the work environment is not only about duties and responsibilities. The work environment is actually a place where relationships between colleagues can develop which can develop into close friendships. Intense communication and a sense of mutual support foster kinship. However, behind this warmth, it is important to remember that this dynamic can open up the emergence of toxic friendships with unhealthy patterns. Friendship in a toxic work environment in the city

of Palembang can be characterized by a lack of boundaries in communication, conflicts that are not resolved properly at work, and the emergence of passive aggressiveness in the friendship environment at work, blaming each other, or even emotional manipulation. This can happen due to closeness and intense communication that blurs boundaries in the work environment in Palembang City.

Closeness in friendship ultimately creates a fear of loss. In toxic friendship communication, this fear can become a strong trap. These unhealthy friendships are characterized by destructive interaction patterns, such as emotional manipulation, verbal abuse, or control. Victims of toxic communication in friendships may feel overly dependent on their friends for emotional support, fear loneliness, or be accustomed to unhealthy drama and intensity. Distorted perceptions, low self-esteem, and cycles of emotional violence also make it difficult for workers in Palembang City to get out of toxic friendships.

The workplace, while primarily focused on professional endeavors, also serves as a breeding ground for social interactions and the formation of friendships. These connections can provide invaluable support, motivation, and a sense of belonging, enhancing the work experience. However, it's crucial to recognize that not all workplace relationships are created equal. Some may exhibit signs of toxic friendship, which can have detrimental effects on both personal well-being and professional performance.

Research shows that in the world of work, workers may find themselves in relationships characterized by manipulation and pressure, leading to discomfort, unhappiness, and even emotional distress. An individual's perception of being manipulated and pressured to fulfill their friend's wishes indicates an imbalance of power and a lack of consideration for their boundaries and well-being. In healthy communication, every individual working in an organization should be able to set boundaries and express their needs in any relationship. Communicating openly and assertively with colleagues regarding concerns is very important.

Friendship should be a refuge for mutual celebration, support, and experience. However, in the world of work, colleagues are often found who do not show positive values and burden other workers. Research shows that there is a pattern of deception in toxic friendships that occurs in the world of work today. This pattern of deception shows deep problems related to friendships. The actions of co-workers who carry out manipulation or fraud can come from various motives, such as jealousy of one worker's relationship with another worker, a desire for personal gain through shared information, or an attempt to simply manipulate. Regardless of the underlying reasons, these actions erode trust and create a toxic friendship environment where open communication and genuine connections are strained.

In communication problems the consequences of such betrayal go beyond the personal pain of the individual worker. These actions can significantly impact an individual's professional relationships, prompting feelings of wariness and distrust among colleagues. Fear of being lied to or having confidential information leaked can hinder communication and collaboration, potentially affecting productivity and overall workplace dynamics. Workers can overcome this with a bold approach. Affected workers must be able to confront individuals who attempt to manipulate and lie by providing clear boundaries and also explaining expectations for honesty and respect. Open communication is needed to be able to provide clear boundaries regarding what is acceptable and what is unacceptable.

Conclusion

From the research results, all factors influence toxic communication that occurs among workers in the Palembang area work environment. It is known that the work environment is not only about duties and responsibilities. The work environment is actually a place where relationships between colleagues can develop which can develop into close friendships. Intense communication and a sense of mutual support foster kinship.However, behind this warmth, it is important to remember that this dynamic can open up the emergence of toxic friendships with unhealthy patterns. Friendship in a toxic work environment in the city of Palembang can be characterized by a lack of boundaries in communication, conflicts that are not resolved properly at work, and the emergence of passive aggressiveness in the friendship environment at work, blaming each other, or evenemotional manipulation. This can happen due to closeness and intense communication thatblurs boundaries in the work environment in Palembang City.

In communication problems, the consequences of such betrayal go beyond the personal pain of the individual worker. These actions can significantly impact an individual's professional relationships, prompting feelings of wariness and distrust amongcolleagues. Fear of being lied to or having confidential information leaked can hinder communication and collaboration, potentially affecting productivity and overall workplacedynamics. Workers can overcome this with a bold approach. Affected workers must be ableto confront individuals who attempt to manipulate and lie by providing clear boundaries and also explaining expectations for honesty and respect. Open communication is needed to be able to provide clear boundaries regarding what is acceptable and what is unacceptable.

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