

The Effects of Non-Communication on Individual during the Communication Age Caused by Social Distance and Technological Social Isolation

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Abstract

Today, we all live 24/7 online with our computers, tablets and smart phones. We are at the center of communication tools in all environments at home, workplace, hospital, school, etc. and we are always open to communication. While a high level of interaction is expected between people in such an environment, according to most studies, people of our age are far away from establishing a sustainable communication environment with each other. With the development of technology, many problems in interpersonal communication and corporate communication come to the fore, despite the communication tools that have become a life phenomenon that is increasingly common in all areas of life. Here are some of the problems caused by non-communication in the age of communication we are in. 1. Stressful Office Environment and a 2. A Stressful Life. In our daily life equipped with a wide variety of communication tools, it is so easy to reach and communicate with each other, a common non-communication problem arises. Analyzes should be made in order to establish a healthy and sustainable communication environment in terms of both corporate communication and interpersonal communication, the existing communication environments should be evaluated, the deficiencies should be eliminated, if necessary, personal and corporate development should be provided by receiving trainings in this field. Therefore, this presentation will examine the problem of non-communication in the age of communication.

Keywords: Non-communication, communication, technological social isolation, age of communication.

Introduction

Today, we all live 24/7 online with our computers, tablets and smart phones. We are at the center of communication tools in all environments at home, workplace, hospital, school, etc. and we are always open to communication. While a high level of interaction is expected between people in such an environment, according to most studies, people of our age are far away from establishing a sustainable communication environment with each other. With the development of technology, many problems in interpersonal communication and corporate communication come to the fore, despite the communication tools that have become a life phenomenon that is increasingly common in all areas of life. Here are some of the problems caused by non-communication in the age of communication we are in.

1. Stressful Office Environment

The biggest sign of non-communication in the office environment is stress. Poor communication can lead to delays on the to-do list, employees feeling nervous, reduced productivity, and misunderstandings. Good communication between senior management and employees leads to a sense of stability and predictability so that stress levels reach their lowest point. Also, a healthy communication environment to be established between employees increases the commitment and motivation of the employees.

2. A Stressful Life

Communication problems experienced by the individual in his / her business life, social environment or at home can cause mental and physical disorders. The distress and stress that occur in the individual as a result of the communication that cannot be established adversely affect the human metabolism. The miscommunication experienced by the individual can cause unhappiness, depression or a sad mood. This generally affects all areas of a person's life and reduces the quality of life.

In our daily life equipped with a wide variety of communication tools, it is so easy to reach and communicate with each other, a common non-communication problem arises. Analyzes should be made in order to establish a healthy and sustainable communication environment in terms of both corporate communication and interpersonal communication, the existing communication environments should be evaluated, the deficiencies should be eliminated, if necessary, personal and corporate development should be provided by receiving trainings in this field.

Therefore, this presentation will examine the problem of non-communication in the age of communication.

For the concept of communication, we find more than one general and inclusive definitions in multiple areas. The concept of communication is a concept that

everyone is aware of, that is known by everyone, but that hard to define clearly. (Yüksel, 2005:2) If we define the concept of communication generally and inclusively; Communication is talking to someone else, telling ourselves, watching TV and reading the news, we can say that it is our mode of dressing and our hairstyle.”(Yüksel, 2005:2)

“Although there are hundreds of definition regarding the concept of communication, there is no agreement on the meaning and scope of the concept in question.”(Zillioğlu, 2007:10) The origin of the different definition of the concept of communication is in close contact with many disciplines. The main reason for these definitions put forward by different disciplines is that they use the concept of communication in their own fields and this concept is defined in different ways.”(Yüksel, 2005:2)

If we consider it as a scientific term, communication in the Dictionary of Social Sciences Terms is defined as “the transfer of emotions, thoughts, information, data and opinions between individuals”. (Turkish Science Terms Dictionary, <http://www.tubaterim.gov.tr/>, Access Date: 01/12/2016) It would be better to examine the origin of the “communication” word before making a detailed definition of communication. Communication is the equivalent of “Communicatio”, a Latin word. Communication is to transfer of attitudes, judgments, thoughts and feelings in a community life formed by people who inform each other about changes in objects, events and facts in their environment, to transmit information about them to each other, arising from similar life experiences in the face of the same facts, objects and problems and express them to each other.”(Oskay, 2011:9) If we consider the concept of communication in a general framework and define it in a short way, we can define communication as the process of generating, transmitting and explanation of (Dökmen, 2006:19) information.

We can say that all living things, including humans, perform a communication performance using different ways and methods. "Communication may take place directly by using language or words, or without using words; such as using flowers, symbols, body movements, colors, slamming the door and sounding the horn.”(Cangöz:3) In order for communication to take place, communication can be maintained without the need for individuals to speak to each other. With the developing technology, we see that individuals from miles away communicate very quickly today using communication tools such as telephone and Internet. Communication continues in a process and as a result of action and reaction. We mentioned that there must be two systems for communication to take place. In this process, if we consider the elements that produce communications, we can briefly sort them as source (Kılıç,2003:3), receiver and message.

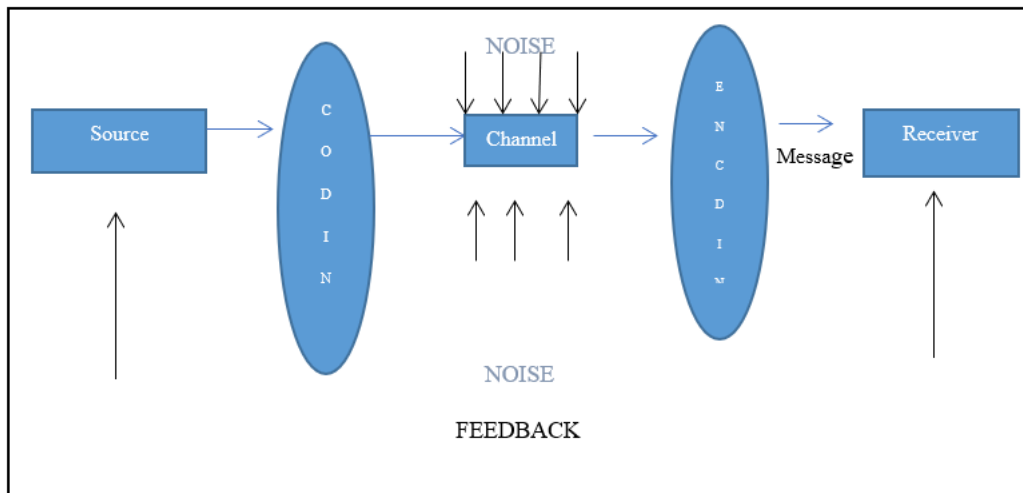


Figure 1.1. Communication Process (Gürgen, 2003:29)

There are three basic elements of the communication process. The first one is "source", which is the starter of the communication, second one is "message", which is the verbal, visual and audiovisual concrete productions produced for sharing emotions and thoughts, and the third one is "receiver", which is the person or group that is expected to receive the message or information coming from the source. (Poyraz:24) The sender in the diagram describes the person and or persons who transfers emotion and thought. Here, the sender is the initiator of communication. The receiver is the person or community that is the subject of the message and receives the sender's message. In a similar way, the message is called emotion, thought or request that is being transferred between the sender and the receiver. The system in which this basic communication takes place and the way the message is sent between the sender and the receiver is called a channel. If there is some kind of encryption in the system, and every natural language consisting of sounds in which two people understand each other and has certain rules, is also called code. (<https://tr.wikipedia.org/wiki/İletişim>, Date of Access: 02/12/2016)

Over time, we can say that many of the subjects that science teaches people directly affect communication. The development of people's ability to live as a society, the changes experienced with this development and sociological innovations also transfer change mainly to the subject of communication. "Communication is a phenomenon that constantly develops and changes, and in turn changes the individual in parallel with the biological development of the individual and the relationships and interactions around the cultural and social environment. Communication is a process that varies and develops according to the relationship between the cultural environment of the individual (both natural and social environment) and in turn changes the person."(Zillioğlu, 2007:94)

Communication issue, which becomes increasingly complex and expands, becomes more understandable with the rise of knowledge and capabilities. It is now easier to say that technology sharing, scientific studies and the changes experienced by the world have a direct impact on communication.

We mentioned that humankind is in communication by his nature, and it is also a communication that religion and God show human as the addressee. We stated that two systems are needed for communication, and even the other system can be an inanimate creation. This communication in which a person is involved has been subjected to different classifications in terms of its nature. In one of the widely used classifications, communication is divided into four main groups." (Dökmen, 2006:21)

Intrapersonal Communication

It is the form of communication that takes place as a result of the individual interpreting and answering the messages he/she has created in himself. (Thinking, feeling, introspection, etc.)

Interpersonal Communication

It is the form of communication created by the source and the target person who communicates mutually. Dökmen has classified this communication when addressing interpersonal communication. (Dökmen, 2006: 21)

Organizational Communication

It is the communication that takes place in accordance with the roles within an organization.

Mass Media Communication

“Mass communication” is the process of producing information and symbols by certain goals, transmitting them to large groups of people and their interpretation by these people.” (Dökmen, 2006: 38) (Television, newspaper, radio, website, etc.)

The subject that will be addressed in this research is how Internet and social media, which are one of the mass media tools in the post-pandemic period, have gained importance in our lives, and how they became the source of miscommunication while they should actually have been the source of communication. The main subject of the research is the miscommunication due to social distance, which is the result of the social isolation applied due to the pandemic. The purpose of choosing this topic in this research is to draw attention to this subject, especially on the academic and international platform, and to offer simple solutions.

When the pandemic process began, it became clear that face-to-face education could not be continued due to the pandemic. Due to this development, all educational processes started to be carried out through the Internet, which is one of the mass media. However, as well as it has advantages, this development has disadvantages.

The most important of these is the problem of miscommunication in interpersonal relations. This problem and the solutions to this problem are the main subject of this research.

Today we are living in an age of communication with the great developments about transportation and communication tools, it is true. We can reach very long distances faster and in a shorter time than we used to. We can communicate with our distant/close friends in overseas and different continents with one touch, and we can chat with them. However, despite this, the increase in function and speed of the items we use has evenly made stationary the people who use them, because we use them inappropriately and incorrectly, and has isolated us from social life and led us to unhappiness. Therefore, although transportation and communication tools should be a means of reunion, but unfortunately today they have become a means of vanity and show. It has driven individuals away from society instead of better socializing them.

Yes, the possibilities of the age provide great convenience, but unfortunately, the people who use these possibilities today are condemned to individuality and caught in the grip of narcissism, which we call falling in love with oneself or trying to organize and turn the world around oneself. Therefore, despite all the possibilities today, people have been condemned to loneliness in crowds. Buried in the screens of computers, tablets and mobile phones, our generation could not live their childhood properly and touch the soil, animals and plants. As a result, our children have melted down physically and mentally and have not completed their development.

On top of that, many of us are unaware of this negative situation. Virtual friendships are thought to be real and digital chats are considered as a cause for happiness. We think that we can socialize with the “digital sharing” made without suffering trouble, without paying a price, and that we do our duty to our relatives and social environment. We claim to build a happy family and a socialized society, with individuals, each living in a separate corner of the house with their mobile phone in their hands, their tablet on their knee and using their computer. In fact, we think that we will create a caring and sensitive civilization, such as the organs of the body, which is as united and solid as a building with individuals who are in need of attention and love, but who are trying to prove themselves through virtual and artificial activities. But we should know that virtual interactions established by means of communication tools can never provide the real socialization that a person and society need. The society in question, can never reach the recovery it needs, like individuals who are fed with GMO products can never reach the secure food they need.

We are in the age of communication, we can reach each other in the fastest way with new inventions brought by technology every day. In a very short period of time in human history, we both admire the extraordinary developments achieved and we becomes happy as individuals who benefit from them. Of course, these are the visible positive aspects of the subject!

While one part of us makes our lives easier with all these technological developments, another part of us feels the negative effects that come with them. First of all, we see that our loneliness is increasing every day. In other words, it is only in virtual environments that we reach each other. We can reach the other part of the world at the same time with our sound and image. Unfortunately, we cannot touch the people who are close to us! We cannot even talk to each other... We try to explain ourselves with short phone messages and emotionless words that are suitable for our purpose.

We think the biggest miscommunication is not being able to talk!

When the houses turned into apartments, first the distances between the people increased. Then electronic devices came into our lives. We tried to get close by using them; without seeing, without touching, without feeling each other's warmth... We are not talking, we're just sending our messages to each other. So, every passing day we are losing the shoulders we're going to put our heads on and the people we're going to hug when we feel bad. Because of not speaking to each other and not benefiting from the mystery and power of words, people are having troubles in their marriages and friendships, relationships are losing their sincerity and warmth.

We are moving from the age of communication to the age of miscommunication at full speed!

Lack of communication; the fact that people cannot be convinced by the dialogues they participate in is due to their failure to receive the message, attitudes and prejudices. While mass communication tools are used extensively today; we clearly see the difference between written language and spoken language. While the gestures and gestures of the person and body language are also included in the communication process in verbal communication; In written communication, only words help us what we want to tell.

In our daily business relationships; In our private lives, we express our reactions to the people around us more behaviorally. Because; People react behaviorally to the people they have relationships with over a certain period of time, and they show that they are broken mostly with expressions of emotion. As adulthood progresses, the person wants to gain more respect, love, attention, appreciation and appreciation. According to this view, which is also included in the hierarchy of needs in psychology; Nowadays, we call people interrupting verbal communication as "trip-tripping". In line with this word, which is not unfamiliar to our ears, the person in front of us leads us to think a little bit about what he wants

In this age where communication technologies are used most intensively; face-to-face interviews are decreasing. "Face to face" situation, which is the primary element of communication, makes it difficult to solve the problems.

As the 21st century society, we have serious problems in personal relationships. In general, we are not very good at solving our social and personal problems. I think that

is because we are becoming reactive people. In other words, we think that external conditions or the people around us are the cause of all the problems we face. However, the problems do not arise without our more or less influence. Here, it is extremely important to adopt a proactive behavioral pattern, not reactive. We have to ask ourselves if we are good enough for self-confidence. I see that young generations have serious problems expressing themselves. Young people are having trouble even while they are greeting each other. Then when I talk to them, they say they are excited. Therefore, some behavioral patterns did not fit. In the age of communication, we are having miscommunication. We have more communication devices than before, but I doubt if we can communicate enough. Communication by using social media and smart phones is virtual communication. Acting without forgetting this is very important to solve the problem of miscommunication.

Conclusion

Moreover, the problems caused by all miscommunication can be emphasized as follows. Miscommunication brings about two concepts.

- 1- A stressful social environment
- 2- A stressful social life

If we try to solve this problem by looking at Koran, we can safely say that the solution is to implement the following articles.

1. Accurate Information.

One of the basic concepts related to communication is the message, which means the content conveyed to the interlocutor. Establishing a healthy communication is closely related to the accuracy of the message conveyed to the interlocutor. It is stated in the Quran that the message transmitted during communication is correct and the accuracy of the message received should be investigated as follows: "O you who believe! If a Fāsiq (liar —evil person) comes to you with any news, verify it, lest you should harm people in ignorance, and afterwards you become regretful for what you have done."(al-Hujurat:49/6)

2. Enjoining What is Right and Forbidding What is Wrong.

One of the important elements of communication is the result of communication in terms of the parties and its effect on them when the communication ends. As a result of the communication, if both parties agree that this communication adds a positive value to them, this can be considered as one of the indicators that the communication is taking place in a healthy way. In order for the communication to have positive results for both parties, as stated in the previous article, in addition to the fact that the shared information, feelings and thoughts should be conveyed correctly to the interlocutor, it is also necessary for people to direct each other towards the good and the right and avoid bad and ugly deeds during communication. "You [true believers in

Islāmic Monotheism, and real followers of Prophet Muḥammad and his *Sunnah*] are the best of peoples ever raised up for mankind; you enjoin *Al-Ma'rūf* (i.e. Islāmic Monotheism and all that Islām has ordained) and forbid *Al-Munkar* (polytheism, disbelief and all that Islām has forbidden), and you believe in Allāh(1). And had the people of the Scripture (Jews and Christians) believed, it would have been better for them; among them are some who have faith, but most of

them are *Al-Fāsiqūn* (disobedient to Allāh and rebellious against Allāh's Command).(Āli-'Imrān: 3/110)

3. Urging Each Other to the Truth and Perseverance.

Another principle of communication in the Quran is that people advise each other about the right and patience during communication. This issue is, "I swear by the time / time that people are in a great loss / disappointment. However, those who believe and do good deeds / righteous deeds and advise each other the right and patience are excluded / will not be harmed, wasted and disappointed. " It is stated in the surah 'Asr, which means (al-Asr:103/1-3) and it is stated that those who do not fulfill the requirements of the four articles in this surah are in frustration.

4. Being Soft on Each Other

One of the basic elements for people to establish a healthy and qualified communication with each other is that the parties are respectful and kind to each other. This issue is also mentioned in the Quran. Addressing the Prophet, "Then you treated them softly with a mercy from Allah! If you were mean, hard-hearted, they would have scattered around without a doubt. " In the verse (Āl-i Imran 3/159), The success of the Prophet in his duty of conveying Allah's verses and orders is attributed to his gentleness on the people around him as a mercy of Allah while fulfilling this duty.

5. Speaking Effectively

"They are those whom God knows what is in their hearts; ignore them, give advice to themselves and tell them powerful words about themselves. " In the verse (an-Nisa: 4/63), the Quran emphasizes the importance of saying effective words to the interlocutors during communication. This verse, which states the method that the Prophet should use while declaring his duty of notification, is remarkable in terms of showing the critical role of courtesy, respect for the interlocutor, gentle behavior and effective / eloquent words in effective communication. Rude and lack of courtesy attitudes that humiliate, humiliate and offend the mu-bugb are the biggest obstacles to establishing a healthy communication.

6. Using Verbal and Face-to-Face Communication as Much as Possible

7. Listening

One of the most important elements of communication is listening. It is not possible to talk about communication in an environment where the parties try to deliver messages to each other at the same time. In order to ensure communication, one party (source) must transmit the message while the other party (receiver) listen to it. Listening is different from hearing and requires special concentration and refusal. The main determinant of the quality of communication between people is the mutual listening skills of the parties.

8. Speaking in a Low Voice/Using Tone of Voice in a Balanced Way

The means of speaking is sound. When a person wants to convey his feelings and thoughts verbally to the interlocutor, he has to use the sound. The importance of sound in terms of communication is that it should be used at a level that does not disturb the interlocutor and the intensity of the voice should not preclude the content of the message. "Be natural in your walk," one of the verses stating the advice that Lokman gave to his son. Lower your voice. Because the ugliest of the voices is undoubtedly the voice of the donkeys! " The verse (Lokman:31/19) indicates that the tone of voice should be measured and balanced while speaking.

9. Using Polite and Gentle Language

"Your Lord has firmly commanded you to worship only Him and to treat your parents well. If one or both of them grow old next to you, don't even say 'oh!' To them; don't scold them; Say nice words to both of them. " The verse (Isra:17/23) indicates the necessity of not saying words that hurt and hurt the parents in communication. This rule should not be reserved only for communication with parents. Because if you want to have a correct and effective communication with anyone, regardless of who they are, using polite and gentle language is the first step. Especially in expressions that initiate communication, using this style is also important for the next course of communication. Of course, the response to a promise that begins with impolite and rude expressions will not be the same as a response to a gentle address.

10. Speaking Nice and Soft

"If you turn away from them to ask for the mercy of your Lord, then speak to them a gentle word." (Isra: 17/28), "Tell my servants to speak and discuss in the best way possible. Because the devil spoils them. Because the devil is the obvious enemy of man. " (Isrâ: 17/53) and "... Say soft words to him. Maybe he would take advice or be afraid. " The verses (Ta-Hâ:20/44) state that speaking should be done in a nice way and with soft words. In these verses, beauty and softness are related to the way it is said rather than the word itself.

11. **Speaking Meaningful and Not Speaking Unnecessarily**
12. **Not Talking About Issues That You Do Not Have Knowledge About**
13. **Speaking Fairly.** (Denizer, 2019: 287-300)

According to us; if we mention in a short way; things to do for a healthy communication are these. We need to be face the face with the other person. The words to be used in the written language should be quite plain and daily, so that the message should reach the target source correctly. In order to strengthen our communication with the other person, we have to give our attitudes and messages with moderate difficulty. Rather than purely positive / negative messages; We must use judgments that can prompt the target person to think critically. Instead of saying "I can't look at this issue like you" Expressions as will be more accurate. Love, interest, tolerance, in short, all the positive emotions our soul desires come to us through communication. If we do not miss a few basic points in order to facilitate communication and to reveal our wishes; Our communications will be extremely strong and positive. We would like to finish this study with the hope of a world where we can communicate better and more effectively.

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