

ABSTRAK

Fenomena COVID-19 di Indonesia membuat banyak perubahan di berbagai kegiatan, salah satunya pada kegiatan komunikasi. Adanya virus ini menimbulkan kebiasaan dan menyebabkan sebagian masyarakat khususnya di Kota Bandung mengalami perlakuan buruk pada penyintas COVID-19. Maka dari itu peneliti ingin meneliti bagaimana pengalaman, motif komunikasi, serta makna COVID-19 bagi penyintas. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan fenomenologi Alfred Schutz. Teknik penentuan informan menggunakan teknik *purposive sampling*. Teknik analisis data menggunakan model Miles and Huberman. Hasil penelitian menunjukkan pengalaman, motif komunikasi serta makna dari penyintas COVID-19. Terdapat perbedaan pengalaman penyintas COVID-19. 1) sebelum terinfeksi penyintas cenderung tidak takut dan tidak percaya akan COVID-19, 2) Saat terinfeksi mulai timbul perasaan cemas, adanya perasaan beresalah, mendapat perlakuan buruk, 3) sesudah sembuh dari COVID-19 penyintas mulai diterima kembali oleh lingkungannya, lingkungan sekitar jadi lebih perhatian, penyintas lebih taat dalam beribadah. Motif penyintas melakukan komunikasi 1) *Because motive* (karena komunikasi sebagai cara menginformasikan status kesehatan dan dapat membantu proses penyembuhan), 2) *in order to motive* (komunikasi untuk penyampaian status kesehatan, mengurangi rasa khawatir, memperoleh informasi, dan untuk mendapatkan rasa aman). Makna COVID-19 bagi penyintas, dua penyintas menyebut COVID-19 yang menakutkan. dan satu informan menyebut COVID-19 merupakan virus biasa saja, jika mendapat penanganan yang benar.

Kata Kunci: COVID-19, pengalaman, komunikasi, penyintas.

ABSTRACT

The phenomenon of COVID-19 in Indonesia has made many changes in various activities, one of which is in communication activities. The existence of this virus creates habits and causes some people, especially in the city of Bandung, to experience bad treatment of COVID-19 survivors. Therefore researchers want to examine how communication experiences, communication motives, and the meaning of COVID-19 for survivors. This study uses a qualitative research method with the phenomenological approach of Alfred Schutz. Techniques for determining informants using techniques purposive sampling. Data analysis techniques use the Miles and Huberman model. The results of the research show the experience of communication, communication motives and the meaning of COVID-19 survivors. There are differences in the communication experiences of COVID-19 survivors. 1) before being infected, survivors tend not to be afraid and distrustful of COVID-19, 2) When infected, they start to feel anxious, have feelings of origin, receive bad treatment, 3) after recovering from COVID-19, survivors begin to be accepted again by their environment, the surrounding environment so pay more attention, survivors are more obedient in worship. The survivor's motive for communicating 1) Because motive (because communication is a way of informing health status and can help the healing process), 2) in order to motive (communication to convey health status, reduce worry, obtain information, and to gain a sense of security). The meaning of COVID-19 for survivors, two survivors call COVID-19 the frightening one. and one informant said that COVID-19 is an ordinary virus, if it gets the right treatment.

Keywords: COVID-19, experience, communication, survivors.