Abstract
This study investigated the perceived relationship between workplace friendship and productivity. Organizational communication professionals have long been interested in the impact of interpersonal relationships in the workplace. This study used qualitative methods to investigate communication between friends in the workplace. Results indicated that participants perceive that friendships at work enhance satisfaction and productivity.

Methods
Participants
- 126 participants
- 19% Male, 79% Female
- 12% age 18-20, 67% age 21-23, 21% age 24+
- 9% worked 0-9 hours per week, 25% 10-19, 21% 20-29, 15% 30-39, 30% 40

Data Gathering
- Online survey through Qualtrics
- Snowball sampling through email and Facebook
- Five questions asked respondents about friendships in the workplace and related perceived productivity and satisfaction

Data Analysis
- Thematic analysis conducted individually and as a team

Results and Conclusions
Our analysis revealed two possible levels of friendships in organizational settings:
- **Surface Level Friendships**: characterized as friendships in which interactions take place but may not include meaningful conversations. Topics in these workplace friendships may include small talk, work, or popular culture.
- **Deep Friendships**: characterized as friendships in which interactions are often more personal and meaningful. Topics in these workplace friendships may include relational issues, advice seeking, personal difficulties, or support related to work issues.

Our analysis revealed that employees perceive that workplace friendships increase productivity for the following reasons:
- **Team Atmosphere**: Workplace friendships increase cohesion. Cohesive groups can solve problems more efficiently and provide assistance when needed.
- **Improved Communication**: Having friends at work allows people to more comfortably share ideas and ask questions. It builds trusts which can increase productivity. Making personal connections at work helps decrease miscommunication that may occur when communicating with mere acquaintances.
- **Supportiveness**: Friends create an emotionally supportive environment which can lead to increased productivity. Work can be stressful but having friends can reduce the stress.

Implications
- **For Individuals**: Individuals in organizations may wish to cultivate deep friendships in order to enhance their experiences at work and increase their perceived productivity.
- **For Organizations**: Organizations may want to encourage workplace friendships in order to capitalize on the potential benefits for teamwork, communication, and supportiveness.

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