

## **ABSTRACT**

### **THE ROLE OF INTERPERSONAL COMMUNICATION IN THE "SARAPAN BERJAMAAH " TO EMPLOYEES PERFORMANCE (A CASE STUDY IN THE BUSSINESS ADMINISTRATION SUPPORT PT GUNUNG MADU PLANTATIONS)**

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This study aims to determine whether or not the role of interpersonal communication in the "Sarapan Berjamaah" to employees performance division Bussiness Administrations Support PT Gunung Madu Plantations, by discussing the interpersonal communication that occurs in the "Sarapan Berjamaah" and then look at its relationship to employees performance. In an organization, human relations theory explains that there is a positive relationship between communication and performance of employees. Communication that occur in both aspects able to improve employees performance. Based on the above, then the research is intended to see how the role of interpersonal communication in the "Sarapan Berjamaah" to employees performance on the BAS PT Gunung Madu Plantations.

This study uses qualitative research methods with a case study approach that uses the entire population in the study as research informants. The research instrument used was an interview guide (interview guidelines). Based on the results of this study it can be seen that

1. Interpersonal communication that occurs within the "Sarapan Berjamaah" has six elements, namely;
  - a) Opening of self (self disclosure), where from the 8 informants there are 6 people have good self opening, 1 opening of the informant had a self-sufficient and 1 informant has a self-less opening.
  - b) To build trust, where there are 4 people informants who had the trust and support are good, 3 people informants had enough trust and support and 1 informant who have the trust and support are lacking.
  - c) The level of communication, where there are 6 people informants who communicated in early stages of heart or feeling, 1 informant was to communicate the extent stated idea or opinion and 1 informant who has a degree in communications-nonsense;

- d) Expressing feelings, where there are 7 people who share her feelings with informants both informants and 1 person who does not share his feelings very well.
  - e) Receive and support, where the informant can accept and support each other well.
  - f) The benefits of "Sarapan Berjamaah" of the conflict, where there are 7 people informants who stated that the benefits of "Sarapan Berjamaah" of the conflict and 1 of informant who claimed that the absence of benefits from the "Sarapan Berjamaah" to conflict resolution.
2. BAS employee performance parts PT GMP has 4 elements, where after the activity " Sarapan Berjamaah " can be concluded that;
- a) The quality of employees, where employees who had to exceed the requirements of the job that is only 2 fewer people are becoming more the 5 people, with the remaining employees that only the employee meets the work requirement;
  - b) The quantity of work increased from the previous employee many employees who sometimes work requirements ie 4 people become more numerous employees who meet the job requirements of 5 persons, with the remaining employees who do not meet the job requirements is 2 people;
  - c) Alertness / can be relied upon, including whether or not to follow instructions, initiative, care and diligence the work of employees after the breakfast activity occurred a few changes but not too visible;
  - d) The attitude of the employees of the company, other employees and the work and cooperation made by the employee after the introduction of the "Sarapan Berjamaah" to increase, from a previous occasionally meet job requirements (6 people) and meet the job requirements (1 person) to be increased is that meet employment requirements (4 people) and even exceed the requirements of work (2 people) while the remaining 1 person who sometimes meet job requirements.
3. There is a definite relationship between the activities of "Sarapan Berjamaah" to increase employees performance parts BAS PT GMP, which then can be interpreted that the "Sarapan Berjamaah" has a role in improving employees performance parts BAS PT GMP.