

Abstrak

Komunikasi Interpersonal Antar Pimpinan Dengan Karyawan Di Kebun Binatang Kasang Kulim Kota Pekanbaru

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Proses komunikasi yang terjadi di dalam perusahaan khususnya yang menyangkut komunikasi antara pimpinan dan karyawan merupakan faktor penting dalam menciptakan suatu organisasi yang efektif. Komunikasi efektif tergantung dari hubungan karyawan yang memuaskan yang dibangun berdasarkan iklim dan kepercayaan atau suasana organisasi yang positif. Hubungan atasan dan bawahan merupakan jantung pengelolaan yang efektif. Agar hubungan ini berhasil, harus ada kepercayaan dan keterbukaan antara atasan dan bawahan. Adapun tujuan penelitian ini yaitu untuk mengetahui dan menganalisis komunikasi interpersonal antar pimpinan dengan karyawan di Kebun Binatang Kasang Kulim Kota Pekanbaru. Metode penelitian yang di gunakan adalah metode kualitatif. Teknik pengumpulan data yaitu observasi, wawancara dan dokumentasi. Dari hasil wawancara dan obesrvasi yang telah dilakukan maka dapat disimpulkan bahwa dalam komunikasi interpersonal antara pimpinan dan karyawan Kebun Binatang Kasang Kulim berjalan dengan baik, karena komunikasi yang dilakukan dengan pimpinan dapat diterima dengan baik oleh karyawan. Komunikasi yang dijalani baik secara formal ataupun informal dapat meningkatkan semangat para karyawan apalagi didukung oleh kedekatan serta kepedulian seorang pemimpin terhadap karyawannya dan juga para karyawannya dapat mematuhi instruksi atau perintah yang diberikan oleh pimpinannya.

Kata Kunci : Komunikasi, Interpersonal, Karyawan

Abstract

Interpersonal Communication Between Leadership With Employees In The Kasang Kulim Zoo Of Pekanbaru City

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Based on the results of pre-survey, researchers found the communication between employees is not well established because of busy work. Communication is a vital process in organizations because communication is necessary for leadership effectiveness, planning, control, coordination, training, conflict management, and other organizational processes. It helps us understand how and why people behave and communicate in different ways to build and negotiate social reality. The purpose of this study is to know and analyze interpersonal communication between leaders with employees at the Kasang Kulim Zoo Pekanbaru City. The research method used is qualitative method. Data collection techniques are observation, interview and documentation. From the results of interviews and observasi that has been done then it can be concluded that the interpersonal communication between the leadership and employees of Kasang Kulim Zoo has been established quite well. This is seen from the number of problems arise one lack of delivery of information that is not clearly accepted by employees so that there is a mistake in work. However, in this study assessed the leadership has made improvements in the delivery of information so that the communication is well established and employees can work properly. Based on the results of research conducted, the researchers can take the conclusion that is: interpersonal communication at Kulang Kulim Zoo Pekanbaru City runs well, because the communication is done well received by all employees. Communication woven both formally and informally can increase the spirit of the employees let alone supported by the proximity and care of a leader against its employees, and also its employees can comply with instructions or orders given by the leadership.

Keywords: *Communication, Interpersonal, Employees*