

## **ABSTRAK**

Pola komunikasi antara atasan dan bawahan meningkatkan kinerja di kelurahan Suka damai kec. Medan polonia. Batasan masalah penelitian ini untuk mengetahui pola komunikasi antara atasan dan bawahan di kantor kelurahan dalam meningkatkan kinerja di kantor kelurahan sukadamai kec. medan polonia, Masalah yang diteliti hanya dilakukan di kantor kelurahan Suka damai kec. Medan polonia. Penelitian ini menggunakan pendekatan kualitatif dengan metode wawancara, observasi dan dokumentasi. Pengumpulan data dilakukan melalui wawancara mendalam dengan lurah dan para staff, observasi lapangan, dan dokumentasi. Data dianalisis menggunakan teknik analisis isi untuk mengidentifikasi pola komunikasi antara atasan dan bawahan kelurahan dalam meningkatkan kinerja bawahan di kelurahan Suka damai. Penelitian ini diharapkan dapat menambah wawasan yang berguna bagi penulis sebagai mahasiswa program studi ilmu komunikasi fakultas ilmu sosial dan ilmu politik Uiversitas Islam Sumatera Utara dan dapat menambah pemahaman penelitian terhadap masalah tentang “ pola komunikasi antara atasan dan bawahan di kantor kelurahan untuk meningkatkan kinerja di kantor kelurahan sukadamai kec. medan polonia. Dan diharapkan nantinya penelitian ini dapat memberikan rekomendasi dalam perencanaan pola komunikasi antara atasan dan bawahan untuk meningkatkan kinerja. juga akademis diharapkan dapat menjadi referensi untuk penelitian yang mendatang.

Kata kunci: Komunikasi, atasan, bawahan, kinerja

## **ABSTRACT**

Communication patterns between superiors and subordinates improve performance in the sub-district of Suka peaceful sub-district. Polonia field. The limitations of this research problem are to determine communication patterns between superiors and subordinates in the sub-district office in improving performance in the Sukacepat sub-district office. Medan Polonia, the problem studied was only carried out at the Suka Peace sub-district office. Polonia field. This research uses a qualitative approach with interview, observation and documentation methods. Data collection was carried out through in-depth interviews with village heads and staff, field observations, and documentation. Data were analyzed using content analysis techniques to identify communication patterns between sub-district superiors and subordinates in improving the performance of subordinates in the Suka peaceful sub-district. It is hoped that this research will add useful insights for the author as a student of the communication science study program, faculty of social and political sciences, Islamic University of North Sumatra and can increase research understanding of the problem of "communication patterns between superiors and subordinates in sub-district offices to improve performance in sub-district offices." SukaPeace Subdistrict. Polonia field. And it is hoped that later this research can provide recommendations for planning communication patterns between superiors and subordinates to improve performance. It is also hoped that academic research can become a reference for future research. Communication patterns between superiors and subordinates improve performance in the sub-district of Suka peaceful sub-district. Polonia field. The limitations of this research problem are to determine communication patterns between superiors and subordinates in the sub-district office in improving performance in the Sukacepat sub-district office. Medan Polonia, the problem studied was only carried out at the Suka Peace sub-district office. Polonia field. This research uses a qualitative approach with interview, observation and documentation methods. Data collection was carried out through in-depth interviews with village heads and staff, field observations, and documentation. Data were analyzed using content analysis techniques to identify communication patterns between sub-district superiors and subordinates in improving the performance of subordinates in the Suka peaceful sub-district. It is hoped that this research will add useful insights for the

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Keywords: communication, superiors, subordinates.