

ABSTRAK

Skripsi ini membahas Bagaimana Peranan komunikasi interpersonal terhadap manager dan cleaning service di cafe Amaliun Food Court terhadap kebersihan. Metode penelitian yang digunakan adalah deskriptif Kualitatif terhadap data hasil penelitian. Data hasil penelitian diperoleh melalui wawancara, observasi, studi pustaka. Metode pengumpulan data dilakukan melalui observasi, wawancara mendalam. Sedangkan instrumen (alat) penelitiannya adalah mencatat hasil observasi, pedoman wawancara, mensitir kepustakaan (buku, teks, dokumentasi, file, jurnal, artikel di media massa cetak). Hasil penelitian menunjukkan bahwa sebagian besar peranan baik bentuk penerapannya maupun hubungan komunikasi atasan dan bawahan dapat meningkatkan motivasi kerja Cleaning Service. Namun ada beberapa hal yang perlu ditingkatkan yakni bagaimana Peranan Komunikasi pimpinan terhadap bawahannya, kondisi tempat kerja yang lebih baik, dan pekerjaan yang lebih bervariasi. Terpenuhiya suasana kerja yang menyenangkan dan termotivasi untuk bekerja, bukan hanya dari sosok pimpinan yang demokratis dan memiliki otoritas dalam kepemimpinannya. Tetapi semangat kerja sama, komunikasi yang baik antara atasan dan bawahan maupun sesama pegawai terjalin baik, dan tersedianya fasilitas kantor membuat pegawai merasa betah dan nyaman dalam bekerja. Komunikasi yang efektif antara atasan dan bawahan maupun sesama pegawai agar terjalin dengan harmonis dalam bekerja, keterbukaan dalam berkomunikasi, berkoordinasi dalam aktifitas kegiatan dapat mejadi pengaruh dalam meningkatkan motivasi kerja.

Kata Kunci: Komunikasi Organisasi, Komunikasi Interpersonal, Management Kepemimpinan.

ABSTRACT

This thesis discusses the role of interpersonal communication between managers and cleaning services at the Amaliun Food Court cafe on cleanliness. The research method used is qualitative descriptive of research data. Research data was obtained through interviews, observation, literature study. Data collection methods were carried out through observation, in-depth interviews. Meanwhile, the research instruments (tools) are recording observation results, interview guides, citing literature (books, texts, documentation, files, journals, articles in print mass media). The research results show that most roles, both in the form of application and the communication relationship between superiors and subordinates, can increase Cleaning Service work motivation. However, there are several things that need to be improved, namely the communication role of leaders towards their subordinates, better workplace conditions, and more varied work. The fulfillment of a pleasant work atmosphere and motivation to work, not only from a leader who is democratic and has authority in his leadership. However, the spirit of cooperation, good communication between superiors and subordinates and fellow employees is well established, and the availability of office facilities makes employees feel at home and comfortable at work. Effective communication between superiors and subordinates and fellow employees ensures harmony in work, openness in communicating, coordinating in activities can be an influence in increasing work motivation.

Keywords: *Organizational Communication, Interpersonal Communication, Leadership Management.*