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THE RELATIONSHIP BETWEEN INTERPERSONAL COMMUNICATION WITH EMPLOYEE AND JOB SATISFACTION AT SAMUDERA INDONESIA GROUP MAKASSAR BRANCH

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Article Info	Abstract
<p>Keywords: <i>Interpersonal, Employee, Communication.</i></p> <hr/> <p>The Authors (s): This is an open-access article under the This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.</p> 	<p>This research is a qualitative descriptive study that aims to determine the relationship between leadership, interpersonal communication to employee job satisfaction and its effect on employee performance. This research used observation checklist and interview guide with three informants of employee in the Samudera Indonesia Group Makassar branch, were the technique of the data collection. The result indicates that the relationship of leadership on employee job satisfaction has a contribution. Interpersonal communication and work environment are directly related to job satisfaction. This relationship can be strengthened by individual personality that is openness to experience. The interaction between interpersonal communication and openness to experience can increase job satisfaction. This study uses a qualitative approach in which the data is processed through three qualitative data analysis, namely data reduction, data presentation and drawing conclusions.</p>

1. INTRODUCTION

Tubbs & Moss (2002) put forward the effectiveness of communication interpersonal marked between the communicant and communicators in a process communication manifests mutual understanding, pleasure, influence, relationship good social, there is also action real as feedback. Expected by creating communication effective interpersonal based on by assertiveness in an employee company, employees do not do things that can harm a company in order to request attention from the side management company to do with employee job satisfaction.

The Interpersonal interactions involving information sharing between employees, colleagues, and management can have significant effects on employee psychological work performance, including: B. Job satisfaction and intention to leave (Cox and Todd, 2000; Fields, 2002; Manion, 2004). Through interaction, we gain insight and knowledge about the backgrounds, experiences, attitudes and behavior of others. This relationship can be amicable and affect employee growth. According to the International Contemporary Dictionary of Mass

Communication (2018), interpersonal communication refers to any kind of verbal or nonverbal communication between two or more people. Further, it is explained that this can be done in person or by mediation (by telephone, letter or other means of communication)

Interpersonal communication is one of the factors that affect employee performance. Interpersonal communication can be done verbally or nonverbally. Interpersonal communication is not about what is received and said but about body language, facial expressions, and how they are expressed.

In life person indeed it cannot be separated from communication, for example, asking for help, discussing, and understanding for each other. This also applies in the company to create good performance towards fellow employees or their superiors so that there are no misunderstandings and company goals can be achieved. Effective communication between supervisors and subordinates in the company has a major effect on the success achieved by the company. But if communication is not well established, it will result in disputes, misunderstandings, misinformation, prolonged conflicts, etc. instead of establishing good communication, employees will find it easier to do and understand the task given.

In addition to interpersonal communication, there is another factor that greatly influences employee job satisfaction: organizational engagement. A commitment organization is a relationship between an individual and an organization in which a person with a commitment to the organization demonstrates a strong desire to become a member of the organization, to do their best, and to embrace the organization's values and goals. Porter and Smith, (2002). All people are unique and this is reflected in their different desires and motivations to effect change. This difference indicates that individual tendencies indicate different levels of organizational engagement.

According to Locke (1976), job satisfaction is an emotional state that results from evaluating one's work as a way of achieving or helping to achieve one's professional values. Agboola (1997) argues that the desire or desire to achieve something motivates employee performance. Good interpersonal communication correlates with job satisfaction and engagement. As Rosenholtz (1989) noted, interpersonal communication (relationships) with superiors, colleagues, and employees is important in professional work.

In this study, the research question is: "How is the relationship between interpersonal communication with employee and job satisfaction at Samudra Indonesia Group, Makassar branch?"

2. RESEARCH METHODS

This study uses descriptive qualitative research. Descriptive research methods are used to solve or answer confronting problems by collecting, classifying, analyzing, inferring, and reporting data. This method describes the collected data. This research was conducted at Samudera Indonesia Group's Makassar branch.

The following research process is used by the author to collect data:

- a. Observation Checklist: Review and observe all employee concepts, conversations, and attitudes.
- b. The next session is an interview guide with three subjects at Samudera Indonesia Group Makassar branch.

Make a note of the fields and draw conclusions from any aspect that seems interesting to your analysis. This process runs continuously throughout the study, even before the data are actually collected.

3. RESULTS

Samudera Indonesia Group Makassar branch has a good relationship between interpersonal with employee and job satisfaction. Interpersonal communication is very influential in the work environment, and it showed satisfactory results. This is the state employees enter when they anticipate a need for interpersonal communication and recognize that it needs to be adequately met. In modern times, many speech styles have evolved largely according to this trend. While many people are fooled into using cool and unique words, many people use words liberally and do not think about how to speak correctly and correctly depending on the location. In addition, attitude is also a very important factor in showing respect and courtesy. If you develop and use interpersonal communication well, you will be well regarded in the workplace, it will be easier for you to build relationships with your employees, you will achieve shared goals, and you will find job satisfaction.

As far as I have observed, the relationship between Samudera Indonesia Group Makassar branch employees is harmonious. Interpersonal communication is also good. Employees are responsible and work hard. There are rules that must be followed as established Standard Operating Procedure. Established communication creates a very comfortable and relaxed atmosphere at work. Office facilities are sufficient to meet the needs of employees.

4. DISCUSSION

According to Muhammad (2000; 79), many factors can influence job satisfaction, one of which is interpersonal communication. Good interpersonal communication increases job satisfaction. Interpersonal communication is not about what we receive or say, but about body language, facial expressions, and how we express them. In life, asking for help, discussing, and understanding are inseparable from communication. This is also true in the company, where you can deliver good performance to your colleagues and superiors and achieve company goals without misunderstandings.

Based on the results of data analysis from various sources such as observations, documents, and interview results of three Samudra Indonesia Group employees, the operational background of Makassar Branch of Samudra Indonesia Group has achieved interpersonal communication. was determined to be and interpreted. The group branch in Makassar has implemented interpersonal communication and includes: Openness, support, positivity, empathy, equality.

This insight focused on interpersonal communication practices in Samudra Indonesia Group can be seen in the following elements:

a. Openness

Based on data analysis, managers always use their daily work time to meet with employees and have short conversations with them about health, work, and other topics. In this activity, the leader keeps a low profile and always shows that he is open, honest, and sensitive to others. This behavior will make people in the office feel more confident to meet and talk to managers to find solutions to their problems and ideas.

b. Supportiveness

Samudra Indonesia's group leader maintains a good attitude, as evidenced by the varied opinions of the interviewees. The leader respected the opinions of others, was responsive to different ideas, was descriptive, a good listener, and spoke to his subordinates about important matters.

c. Positiveness

Some of the practices of positivity in interpersonal communication by the leaders of the Samudra Indonesia Group include thinking positively about oneself, thinking positively about others, subordinating oneself as a good talker, and friendship. It involves building a positive atmosphere, creating inspiration and not being mistrustful.

d. Empathy

Leadership includes enabling interpersonal communication in an empathetic way, understanding others, putting themselves in their shoes, talking about themselves, and motivating employees. The activity was well conducted and the staff made me feel comfortable, safe and respected.

e. Equality

From our analysis, leadership is about enabling interpersonal communication in the form of equality, building equality, using equality, speaking to all levels, maintaining familiarity and comfort, adapting to others, and not monopolizing the conversation. is clear.

5. CONCLUSION

Correlation between interpersonal communication with employees and job satisfaction at Makassar branch of Samudera Indonesia Group, because interpersonal communication in the work environment is very important for the continuation of working relationship and the message conveyed is clearer This suggests that it is already working. Perhaps the company has completed the equipment to support the construction.

Whether communication with employees affects employee performance. From this it can be concluded that the concepts of interpersonal communication, work environment, standard operating procedure role adherence, etc. all make the relationship between leaders and employees sustainable and pleasant in any situation.

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