ABSTRACT

Lathifah, Luluk. 2013. THESIS. Title: “Communication Optimization between Leader and Employees in Improving Employees’ Performance (Study in PT. Petrowidada, Gresik, East Java)”. Supervisor : Prof. Dr. H. Muhammad Djakfar, SH., M. Ag
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Optimization in communication has great impact for employees’ performance because good communication will result a good performance too so that it will impact on the achievement of corporate performance itself. Therefore, this research will analyze about communication optimization between leader and employees in improving employees’ performance in PT Petrowidada Gresik.

The research is conducted through a qualitative approach with descriptive method by interviewing and doing direct observation to the employees of human resources department and reinforced by existing data in order to describe the process of communication between leader and employees and describe employees’ performance improvement with the communication optimization.

From the analysis of the interviews and direct observations, it can be concluded that communication which is used is vertical or two-way communication. Vertical communication may strengthen employees’ performance. It can be seen from the level employees’ discipline, attendance, promptness in completing assignments, and productivity.