

Patterns of Interpersonal Communication of Employee to Establishing Relationships with Students in the STISIP Petta Baringeng Soppeng

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Abstract

This research describe about interpersonal communication of employment to establishing relationships with students in the Stisip Petta Baringeng Soppeng. Interpersonal communication that involves only two people face to face, ways verbal and non verbal.example husband and his wife, two close friends, employee and student. The employee as a unit of teaching staff whomust provide good service. But the problem that often arises on a campus is a lack of communication between employee with students. Therefore , the author chose one title to look at employee interpersonal communication in establishing relationships with students in the Stisip Petta Baringeng Soppeng.This type of research is qualitative, to obtain data in this research that researcher used observation and interview data collection techniques, to analyze the data in this research through three stages that reduction data, presentation and conclusions.The results of the research show that employee interpersonal communication in establishing relationships with students in the Stisip Petta Baringeng Soppeng interpersonal communication has been implemented in the form of dialogu, convesation, storytelling and sharing between employee and student. With interpersonal communication from employee so students listen to all aspirations that have been conveyed by employee so that solving problems can easily be resolved so that students do academic activitieswell.

Keywords: *Interpersonal; Communication; Relationships.*

INTRODUCTION

Communication is a basic element of social life, and an understanding of it will be a very powerful tool for cultivating productive and positive relationships in all areas. Communication is a concept in building relationships with other people. One of the most important outcomes of human communication is the development of groups or social uniqueness, and no social uniqueness is more central to our lives than relationships. Our relationships with parents, siblings, friends, intimates, and colleagues are essential for learning, growth, and development. Most communication activities with specific goals occur and take place within relationships.

One form of communication that is applied well by various groups is interpersonal communication.

Interpersonal communication is communication that involves only two people face to face, both verbally and non-verbally, such as husband and wife, two close friends, even employees and people on campus. Communication that occurs between employees and lecturers, students and other academic staff is two-way communication, where this communication will be more effective if communication is open, empathetic, supportive, positive, and equal between people.

Employees are one of the intermediaries in helping students face problems. Employees have several functions that everyone should pay attention to, observing symptoms and responses from listeners. An employee must have open communication with anyone in the community, regardless of social status in his service, put himself in the situation experienced by the community, provide good support for the interests of the community, generate positive feelings in the community, and provide an understanding to the community that The relationship between the village head and the community is something that is inseparable, so that the community considers it to exist and is valued.

Employee services are an integrated part of various overall services as well as being a benchmark for success in achieving goals in developing students. In fact, it often becomes a determining factor in the role of employees in the eyes of society. Employees are likened to being the spearhead in the course of the academic process on campus. Communication is an important part of a system to improve employee performance that prioritizes excellent service as its main element. Employees as a social unit are required to provide good service. This is the accountability of a community institution to be able to compete in other communities. However, the problem that often arises on a campus is the lack of communication relationships between employees and students, so the author wants to examine how employees are able to get close to students and have good relationships and communicate as expected. The author also wants to know the communication techniques used by employees, so that effective communication relationships can be established and close relationships with the Kampsu community in student development.

Communication for the writer is the most important measure in this research because the words that come out of the communicators are a guide for the communicator. If an employee expresses language that is uncomfortable for the community, it will be something that is

disturbing for the community. Interpersonal communication in improving the system of public relations employees at Stisip Petta Baringeng Soppeng makes every effort to provide services not only in the campus area but also comprehensively by focusing on the quality of student development in improving and advancing the campus.

The definition of communication is very simple and easy to understand, but in practice it is very difficult to understand, especially if communication is involved in one direction, for example the mass media, Of course, to form this equation there will be many obstacles Wahyudi (2006:29) The definition of communication according to Barelson and Stainer in Fisher is delivery information, idea, emotion, Skills And so on through the use of symbols, words, numbers, graphics and so on Fisher (200 8:10). Meanwhile, according to effendi (2004:6), Communication is an event conveying ideas man.

Communication according to Robert & Stewart (Liliwery, 2011:35) communication includes responding to messages received and then creating new messages, because each person interacts with other people through the process of creating and interpreting messages which are packaged in the form of symbols or a collection of meaningful symbols that are very useful . Communication is also a symbol. As Teddy et al said, namely the symbol of interactionism contains the basic core of general thinking about communication and society.

According to McCroskey (Liliwery, 2011:35) communication is a process that describes how someone provides stimulus to the meaning of verbal and non-verbal messages into someone's mind.

According to Hovland, Janis and Kelley (Harun, 2011:23) communication is a process through which a person (communicator) conveys stimuli (usually in the form of words) with the aim of changing or shaping the behavior of other people (audience).

Another word that is similar to communication is community in Mulyana (2007:46) which also emphasizes equality and togetherness. Community is a group of people who gather or live together to achieve certain goals, and they share meanings and attitudes. In general, it can be concluded that communication is the delivery of information. and understanding from one person to another. Communication will be successful It is good if mutual understanding arises, that is, if both parties, the sender and the recipient, can understand each other. The communication process is essentially the process of conveying thoughts or feelings in somebody (Communicator) to person other (communicant). These thoughts can also be ideas, opinions and other things that can arise from him. Feelings are usually confidence, certainty, doubt, worry, anger, courage, courage and so on.

According to Sandjaja et al in Bungin (2006:258), at a theoretical level, we at least know or understand communication from two perspectives, namely the perspective Cognitive And behavior. Communication menul Colin Cherry in Bungin (2006:258), which represents the cognitive perspective is the use of symbols (symbols) to achieve a common meaning or share information about one object or event. Information is something (facts, opinions, ideas) from one participant to another through the use of words or symbols other. If message Which delivered accepted in a way accurate, The receiver will have the same information as the sender, therefore an act of communication has occurred. In everyday life, the communication process begins with a source, *either* an individual or group, who tries to communicate with other individuals or groups.

The first step taken by a source is *ideation* , namely the creation of an idea or the selection of a set of information to be communicated. This *ideation* is the basis for a message to be conveyed.

The second step in creating a message is *encoding* , namely the source of translating information or ideas in the form of words, signs or symbols intentionally to convey information that is expected to have an effect on other people. Messages are tools where the source expresses his ideas in the form of spoken language, written language or non-verbal behavior, such as sign language, facial expressions or pictures.

The third step in the communication process is the delivery of the encoded *message* . The source conveys a message to the recipient by speaking, writing, drawing, or through certain actions. In this third step, we know the term *channel* , namely tools for conveying a message.

Elements of communication according to Laswell (Mulyana, 2007:69) shows that communication includes 5 elements :

a. Communicator (*Communicator, Sorce , sender, encoder And speaker*), It is the party who takes the initiative or have need For communicate . source can So a individual , group , organization , company or even a country . For convey what 's there in his heart (feeling) or in his head (thought) source must change feeling or thought the to in set ideal verbal or nonverbal symbols understood by the recipient message .

b. Message (*message*)

That is, what is communicated by the source to recipient . message is set verbal or nonverbal symbols that represent feelings , values , ideas . Message have three

components : meaning , symbols used For convey meaning and form or organization message . Symbol most importantly is words (language) which can achieve object (things), ideas , and feeling , good speech (conversation , interview , discussion , lecture) or writing (letter, essay , article, novel , poem and pamphlet).

c. Media (*channel*)

Namely tool or materials used sources For convey the message to receiver.Channel can So refers to shape message conveyed . To recipient , whether verbal channel or nonverbal channels , ie light and sound , though We can also use fifth senses We For accept message from other people.

d. Communicate (*receiver, communicant, audience*)

Also often mentioned target / purpose (*destination*), communication (*communicate*), reverse encoder (*decoder*) or audience , listener , interpreter , namely the person who receives it message from source .

e. Efek (*effect, impact*)

That is, what happens to the recipient after He accept message that , for example addition knowledge (from No know become know), amused , change attitude (from No agree become agree), change belief , change behavior (of No willing buy goods offered become willing buy it , or from No choose party political certain become willing choose in election).

Fifth element on Actually Not yet complete , if We compare with elements existing communications in more models new . Other elements that are frequent added is bait feedback (*feed back*), interference / obstacles communication (*noise/ barriers*). All element the each other dependent and overlapping overlap , however assumed there is elements main thing that can be done identified and included into the one model.

According to Cangara (2007:24-28) also explains function from communication the that is convey information , educate , persuade , and also entertain . As for explanation from function communication the is as following ;

a. Convey information (*to inform*)

Give information to somebody or party so that information provided can add knowledge and insight .

b. Educate (*to educate*)

Give useful advice Good formally , non-formally or informally so push formation character somebody .

c. Persuade (*to persuade*)

Persuade , influence and shape something opinion somebody or public so that truly know situation the environment .

d. Entertain (*to entertainment*)

Give information to somebody or public so that information provided can entertain and provide the fun .

Interpersonal communication is described as communication between two individuals or a few individuals, who interact with each other, providing feedback to each other. However, provide a definition Contextual alone is not enough to describe interpersonal communication because every interaction between one individual and another individual is different.

According to Mulyana, "interpersonal communication is communication between only two people, such as husband and wife, two colleagues, two close friends, teacher-student and so on."

Effendi stated, interpersonal communication is communication between the communicator and the communicant , This communication is considered the most effective in an effort to change someone's attitude, opinion or behavior, because of its dialogic nature in the form of conversation. The return flow is direct, the communicator knows the communicant's response at that time.

Communication happen in relationship interpersonal ones what this means is the communication process that occurs when carrying out interpersonal relationships, namely the relationship between two or more people in conveying messages, ideas, ideas, stories, and so on with the aim of carrying out effective communication or conversation.

It can be concluded that interpersonal communication is the process of conveying certain information, thoughts and attitudes between two or more people in which there is a change in messages both as communicants and communicators with the aim of achieving mutual understanding regarding the problem to be discussed and ultimately it is hoped that changes in behavior will occur.

RESEARCH METHODS

This research uses qualitative research. "Qualitative research is just descriptive research (without numbers) without any effort to build propositions, models, theories (inductively) based on data obtained in the field. A qualitative approach is research that produces descriptive data in the form of words, written or spoken from people and observable behavior. So the type of research that the author uses in this research is field research, with a direct observation approach to the Stisip Petta Baringeng Soppeng campus which will be researched to obtain concrete data

and information.

The focus of the author's research in this study is focused on the effectiveness of employee interpersonal communication at the Sisip Petta Baringeng Soppeng campus which is oriented towards improving community relations in a generational development.

Collection techniques are observation techniques , namely "methods or ways of systematically analyzing and recording behavior by looking at or observing individuals or groups directly. So observation is the systematic observation and recording of symptoms that appear on the research object. The observations carried out by researchers were direct observations. The observations in this research carried out by the researcher were participant observations, that is, the researcher also took part in the activities carried out by employees and students.

Furthermore, the technique used is the interview technique (*Interview*) , which is a data collection method by means of questions and answers (direct communication) with respondents carried out by the researcher. The interview technique is a collection of several questions given to the object under study to obtain data about the research being carried out.

According to Nurul Zuriah, an interview is a direct face-to-face contact between the information seeker (interviewer) and the information source (interviewee). Interviews in this research were conducted by researchers with sources to obtain data about interpersonal communication between employees in developing students at the Stisip Petta Baringeng Soppeng campus.

Data analysis techniques, namely the process of data analysis in research, is carried out through three stages continuously, which go through three stages; data reduction , data presentation stage , and conclusion drawing/verification *stage* . Data reduction (*data eduction*) There is quite a lot of data obtained from the field, so it needs to be recorded and examined in detail. For this reason, data analysis needs to be carried out through data reduction. In this stage, the data is summarized, the main things are sorted, and unnecessary data is set aside. So that the data that has been reduced can provide a clear picture and make it easier for researchers to carry out further data collection. Data Presentation (*Data Display*), namely the results of data that has previously been reduced will be displayed. In qualitative research, data presentation can be done in the form of short descriptions and charts. Conclusion/verification (*ConclusionDrawing/Verification*) When the data collection has ended, the author will draw conclusions based on the data that has previously been reduced and presented.

RESULTS AND DISCUSSION

Interpersonal communication or what can be called interpersonal communication is the process of exchanging information between individuals and other individuals or usually between two people whose reciprocity can be directly known. Interpersonal communication can also be explained as a relationship between two individuals in one environment.

Interpersonal communication is also a form of communication, both verbal and non-verbal, between two people and with instant responses. The communication used by employees is communication that takes place face-to-face, openly, and communication without feedback, from communicator to communicant. So that it can provide harmonious trust to young people. This communication occurred at the committee formation event when one of the residents was about to carry out a wedding process.

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From interviews and observations conducted by the author, the author found that employees communicate with students using various interpersonal communication models, namely: linear models, interactive models and transactional models. A model is a representation of something and how it might work. The initial model of interpersonal communication is quite simple, so the author briefly discusses the three models of interpersonal communication, including:

Linear model , this communication model describes communication as a linear process and can develop a model that can explain how information passes through all channels. This approach consists of several key elements, namely: source , message and *receiver* . This linear model is a form of communication that is unidirectional and uses verbal, face-to-face and open communication so that it is easy to understand what is being said when communicating between communicator and communicant both on campus and outside campus.

The communication carried out by the employees above is a form of linear (unidirectional) communication, because it fulfills the three elements of the linear model, namely the source (problem), message (solution) and recipient (students), as well as

employees, this communication is direct to students and local staff . The communication that employees carry out is very meaningful for the campus where they work and the learning process occurs. Because if there is a misunderstanding between students, the staff handles it by calling them for a discussion and directing the students to positive things. Because of this kind of student approach, students can always receive all the information conveyed by employees when this happens.

This interactional communication model emphasizes the two-way communication process between communicators. In other words, communication takes place in two directions: from the sender and to the recipient and vice versa. This circular process shows that communication is always taking place. Communication participants according to the interactional model are people who develop their human potential through social interaction, precisely through taking on the roles of other people. It is worth noting that this model places the source and receiver on an equal footing. One important element for the interactional model is feedback , or responses to a message.

This interactional model describes communication as a process in which listeners provide feedback in response to the message conveyed by the communicant. This model recognizes that communicators create messages in the context of their personal experiences. The more experience a communicator has in sharing his culture, the better his understanding of other people will be.

The communication carried out by this employee shows that the interactional communication model directly provides feedback and responds to what the employee conveys about their experiences while carrying out their duties as employees of Ssisip Petta Baringeng Soppeng, and the feedback given by the students is immediate. Then employees still play an active role in communication relationships and can still be influenced in resolving problems such as conflicts between fellow students, differences in arguments that are occurring among students.

The transactional model emphasizes dynamic communication patterns and the various roles that a person plays during the interaction process. One of the characteristics of this model is the explanation of time which addresses the fact that messages, distractions and experiences change over time. The transactional model assumes that disturbances arise throughout the interpersonal communication process, and the experiences of each communicator shared in the communication process change over time. As the staff there said, when discussing student issues, I do not differentiate between students, between young and

mature, rich or poor and senior or junior. The important thing is that students at Sisip Petta Baringeng Soppeng always get along and "be an example for other generations," this employee does not compare between one student and another, the educated and the uneducated, the employee equates all students. From the interview above, it can be concluded that the employees of Stisip Petta Baringeng Soppeng do not show favoritism and always care about students. The communication that was established was very good and could be a role model for other campuses. Sisip Petta Baringeng Soppeng employees invited students to carry out mutual cooperation activities by providing trust and discussing how cleanliness was important. So in this life one of the things is cleanliness and mutual cooperation which is also part of faith. In communicating there are many obstacles or barriers to communication. Between the sender of the message and the recipient, one of the things we find is sound.

Our communication is difficult for people to understand, the atmosphere is noisy, the sound of vehicles and so on. Therefore, before we communicate, we can at least create a calm atmosphere without any disturbances. Communication is not only on the pulpit, but the communication we carry out may be in public places, such as communication among campus employees, the communication we carry out is open communication by hanging out in the office or in the library with students.

The communication carried out by Ssisip Petta Baringeng Soppeng employees is effective communication or openness in making decisions and is easily accepted by the students. The familiarity of the staff with the student employees of Sisip Petta Baringeng Soppeng is one of the supporting factors, so that they can easily find out what obstacles are being experienced by these students. In this way, problems or unwanted things can be easily resolved and there can also be direct face-to-face interaction between employees and students and problems that are occurring can be quickly and completely resolved by this method of communication. Because the characters or thoughts of young people vary. Sometimes the problems they are facing are reluctant to be revealed so they keep it to themselves. Over time, the problems that are hidden can become serious problems. With good communication between employees and students, problems can easily be resolved in a good way so that they become harmonious again.

The communication that Stisip Petta Baringeng Soppeng employees want. As expected or achieve the desired goal. The communication is effective communication and open

communication from employees to students. That is how to solve problems carried out by students. Completed in harmony by providing good input. So the student wants and wants to change it. He really maintains his character and attitude towards students so that they remain harmonious in carrying out their duties and authority as employees on campus. It is not difficult for employees to carry out their duties, as educators, because they are often active with students on campus and interact with each other and also give each other trust, respect, respect, depend on each other, work together and also provide input to each other so that there are no side effects. - effects that violate regulations and so on. Even if someone violates the rules, it can be resolved immediately and the problem is quickly resolved and harmony returns. Because of this, the employees of Stisip Petta Baringeng Soppeng have succeeded in using their communication so that students on their campus can be influenced by them. This implies how great and big the influence of communication is in our lives.

Communication between employees and students at the Stisip Petta Baringeng Soppeng Campus. It has been seen that there are various activities that require students to greet each other, dialogue, chat, share. This form of communication can be done through discussions, playing, learning together and various activities that young people undertake every day. So that it can foster better relationships between employees and students, this can also form better personalities for the students themselves.

From the research results that the author found, the author obtained information from interviews and observations of forms of interpersonal communication between employees and students at the Stisip Petta Baringeng Soppeng Campus. In this form of interpersonal communication, there are some that are not used by employees or students in communicating, and what is always used is a form of communication that is easy for fellow students and employees to understand. The following forms of communication are often used, namely:

a. Conversation

Conversation is activities that occur everywhere and done by humans all age . Conversation is talks in a way oral between two people or more Where they each other express and respond feelings , thoughts , as well idea . Conversation are two actions from two mutual parties complete . One party convey and the other party receives fill conversation . And activities This reparation change from beginning when conversation started until final conversation.

Through conversation of the people involved each other show interest , giving greetings , exchange news , giving sympathize , convince , talk about business or just happy by the way empty and gossipy just .

b. Have a dialogue

Dialogue is talk , converse , exchange thoughts and ideas together . Dialogue is not transaction bid bid about something For reach agreement . Dialogue is conversation with Meaning For each other understand , perceive , accept , live peace in Work The same For reach well-being together . In the dialogue of the parties involved each other convey information , data, facts , thoughts , ideas and opinions and mutually try consider , understand and accept . Benefits of dialogue at levels priadi dialogue can increase attitude each other understand and accept as well as develop togetherness and peaceful life each other respect and each other enrich . In place dialogue work can help smoothness planning , implementation and evaluation Work .

c. Sharing (sharing) experiences Life

Sharing (sharing) experiences life with other people. In interpersonal communication people do not only can each other exchange information and thoughts , discussing problem , solve problem , and take decisions , but also sharing experience . Share experience life : conversation between two people or more , where are the participants each other convey what has they experience in thing that becomes material conversation . The goal is For each other exchange experience and distraction Study from experience each life is useful enrich life personal.

Sharing brings benefit among other things: is a good forum For disclose yourself and let go burden inner so that *sharing* plays a role as cathartic , helpful clear up views and beliefs participants involved in it , help each other enrich experience between the participants , each other support in business proceed in life.

From third form interpersonal communication above researcher can conclude that frequent communication happen in activity daily . Which is in the form of conversations , dialogue and sharing that are often carried out by students and staff I the campus. Have that is each other understand and accept from both of them .

CONCLUSIONS AND RECOMMENDATIONS

The interpersonal communication models used by employees at Stisip Petta Baringeng Soppeng are linear models, interactional models and transactional models. These three communication models have been used on the Stisip Petta Baringeng Soppeng campus in both formal and non-formal activities.

At Stisip Petta Baringeng Soppeng, employee interpersonal communication in

developing students uses several forms, including conversation, dialogue, sharing and interviews. With these forms, it proves that interpersonal communication between employees and students at the Stisip Petta Baringeng Soppeng campus is indeed carried out very well.

The effect of interpersonal communication between employees and students is to develop students at Stisip Petta Baringeng Soppeng to make campus residents live in harmony and peace, help each other, find themselves, and be able to mingle with the outside world so that a campus atmosphere is created. happiness and harmony, both between staff and lecturers and students and the community.

Employee interpersonal communication must be maintained so that student performance and productivity can be known and the campus mission is well maintained. And convey it verbally to subordinates, because by using verbal messages students can more easily understand every communication delivered by leader

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