

CONTRIBUTION ANALYSIS INTERPERSONAL COMMUNICATION ON SECRETARIAL SERVICES AT PT X

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Abstract

In its implementation in the social environment, communication plays an important role in the continuity of interaction. Examining further about interaction, interpersonal communication is one focus that emphasizes the process that occurs between two individuals or groups to share information. This study aims to analyze that interpersonal communication with the application of social penetration theory plays an important role in secretarial services. Therefore, this study aims to understand the contribution of interpersonal communication in secretarial services at PT X. Data were analyzed using pre-research, interviews, literature studies, and documentation, using descriptive qualitative (QD) research methods, using primary and secondary data sources. The results showed that the contribution of interpersonal communication can have a positive impact in the form of the level of communication openness experienced by workers at PT X. This research seeks to provide insight into the contribution of interpersonal communication in dealing with dynamic situations in the realm of the work environment, especially in secretarial services.

Keyword: Communication, Interpersonal, Secretary

1. Introduction

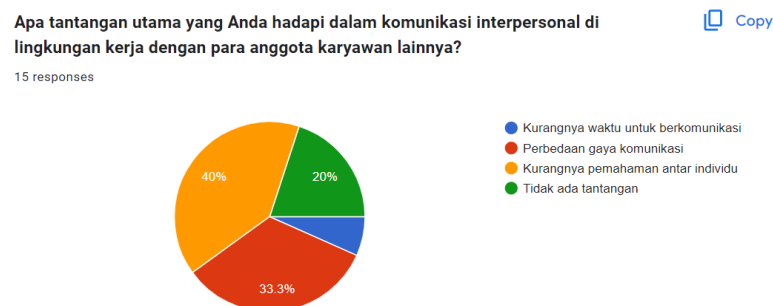
The secretary is a crucial role in the administrative activities of an office, a secretary needs to have responsibility so that he can determine the right strategy. Careful planning and expertise in administration are important tasks of a secretary, this aims to harmonize the image of a company because interpersonal skills are things that have positive value to support the continuity of communication with internal and external parties (Yusnawati & Murni, 2021). The ability of a secretary to process information and also the administrative system in the office must be ensured so that it can run smoothly, therefore the secretary needs to have a role in fostering and maintaining good relations between leaders, divisions, and other members.

In carrying out the process, a secretary needs to understand interpersonal communication for the continuity of duties and authority within a company. Interpersonal communication according to Hidayat (2017) is a process of delivering messages between several people that is natural and it is the responsibility of a communicator to convey messages directly and clearly. In addition to carrying out their duties in the administrative process, communication is an important instrument that secretaries need to pay attention to. Likewise, in working in an office or company environment, the secretary communicates together with members or leaders, these social activities involve at least two people and also have feedback between these individuals. This states that the secretary carries out interpersonal communication to convey messages to interlocutors, resulting in direct verbal or non-verbal influences or reactions (Hidayat, 2017).

A secretary is required to perform his duties professionally and fully responsible, a company can realize its goals if the secretary can perform his duties effectively and efficiently. Generally, a leader will authorize the secretary to do dictation, receive guests who will visit, check to prepare official agreements with other company parties. Some of the interests and needs that are carried out when guests are present in a company can be in the form of establishing cooperation, solving problems with each other, using the output of the company, or just visiting. Through this, the secretary needs to strategize, plan, make appointments, and receive guests when visiting. Visiting activities in an institution or company also need to involve good communication between the secretary and guests (Azizah, 2024).

Interpersonal communication highlights communication problems that exist in the corporate environment, through this the researcher conducted interviews with several employees from PT X. In this interview, the researcher found problems related to communication in the form of obstacles in initiating open relationships with coworkers. In this interview, the researcher found problems related to communication, namely in the form of

obstacles in starting an open relationship with coworkers. Based on the explanation of PT X representatives, it was explained that one of the challenges faced by several other employees was due to differences in viewpoints and interpretations between employees, this could be caused by a lack of understanding of information conveyed by other individuals. Through this, communication constraints can hinder the process of exchanging information in the secretarial field, resulting in misunderstandings in conveying information. This interview provides insight into the factors that cause communication problems, which need to have the right research approach and solutions to formulate effective improvement strategies in delivering communication in the secretarial field.



The pre-research results shown by the graph stated that 40% of respondents had interpersonal communication problems due to lack of understanding between individuals, followed by 33.3% of respondents stating that differences in communication styles were also a problem of interpersonal communication, the next presentation of 20% stated that there were no challenges faced regarding interpersonal communication in interacting with each other, the smallest percentage was produced by 6.7% of respondents stating that lack of time to communicate was a daily problem in interpersonal communication.

The concept of interpersonal communication research has many similarities with previously researched topics. Based on this, interpersonal communication has characteristics from various points of view. Highlighting one of the studies that have the same topic with a focus on interpersonal communication in secretarial services written by Gustyawan et al., (2015) regarding the Effect of Interpersonal Communication on Employee Performance in the Corporate Secretary Division of PT Dirgantara Indonesia (Persero) using qualitative research and a causal approach, with the results of factors other than interpersonal communication having a greater impact in influencing employee performance. In this case, the main reason researchers seek to conduct analysis at PT X is to find out more about the application of interpersonal communication, as well as how the implementation of interpersonal communication affects employee performance.

2. Literature Review

2.1 The Importance of Communication

The ability to convey information from an informant to the recipient of the message is a form of communication. Communication is etymologically absorbed from English, namely Communication and Latin, namely Communicate which means participating in terms of conveying a meaning. Quoting the definition of communication according to Geofakta Razali, et al (2022), which refers to a phenomenon that occurs due to the process carried out by humans to respond to messages in the form of symbols given by other humans. Communication can also be defined as the process by which an individual conveys information, so that others can understand through words, non-verbal expressions, symbols, or gestures (Herlina, 2023).

The events that occur when communication takes place are also emphasized as two individuals with different social and cultural backgrounds, using the “same” language and agreeing on the “same” meaning (Nuzuli, 2022). In various perspectives, the definition of communication is paradigmatically defined as a message communicated through various means of mass media such as newspapers, radio, television, and movies, it can also be done orally, face-to-face, to non-mass media such as letters, telephones, posters, and so on (Didik, 2021).

2.2 Interpersonal Communication

The process of exchanging ideas, thoughts, and information based on two or more people is defined as interpersonal communication. Generally, building good communication between the two parties requires a clear, structured, and correct communication process. Interpersonal communication comes as an understanding of the delivery of messages sent by communicators to communicants verbally and non-verbally, the aim is to try to improve the perception of the opposite communication so that it can get balanced results (Anggraini et al., 2022).

Interpersonal communication can be found with various definitions from several perspectives and applicable contexts, each definition has its own approach, citing the definition of interpersonal communication according to Hidayat (2017), namely information exchange activities between two individuals on the basis of having mutual ties to each other, trustworthiness, mutual respect, and a sense of pleasure. Interpersonal or interpersonal communication is also defined as the delivery of messages one-on-one, aiming to receive direct feedback (Gustyawan, 2015).

The objectives of implementing interpersonal communication can be known as follows (Bonaraja, et al, 2020):

1. Providing attention to others.
2. Finding one's own identity.
3. Understanding the outside world.
4. Building and maintaining harmonious relationships between individuals.
5. Influence behavior and attitudes.
6. Spend time looking for fun.
7. Minimize losses if wrong in communication.

Basically, interpersonal communication is a process that underlies comprehensive interaction activities between individuals. Therefore, interpersonal communication can enable the exchange of information clearly and precisely because of the attention given to others, strengthen relationships, and solve problems and conflicts can be resolved effectively because they can carry out direct discussions. The phenomenon of interpersonal communication occurs face to face (four eyes) or indirectly (through media/intermediaries), which allows a person to be able to express a message more deeply.

2.3 Penetration Social Theory

A person's communication behavior involves the process of exchanging resources between individuals in a relationship. This was revealed by Irwin Altman and Dalmas Taylor in 1973 in compiling the basis of communication theory, namely Social Exchange Theory or also known as Social Penetration Theory. The basic assumption that interprets the communication process is due to the exchange of ideas so that it can provide decision results based on the principle of “cost” and “reward” (Wulandari & Djamil HS, 2022). Therefore, social penetration theory refers to a tradition of previous research that develops attachment in a relationship. This theory also states that a person's relationship situation undergoes an interpersonal process which undergoes continuous change (Juariyah, 2020).

The presence of social exchange theory highlights the process of disclosure and intimacy between individuals in a relationship, which also presents a formative theory regarding the emergence of relationships that occur due to this attachment (Roem, 2019). In other words, social exchange theory highlights that an effort to achieve or achieve something requires greater effort, which will make individuals think twice when doing so. However, if the results obtained have a large enough reward, then individuals also often do it to provide the same large benefits (Wulandari & Djamil HS, 2022).

Social penetration theory realizes that the level of closeness of one's relationship continues to develop towards a more intimate one based on layers that resemble onion slices, as for these slices according to Altman and Taylor (Mukarom, 2020):

- a. Outermost layer: At this stage, it tends to be more open to the public.
- b. Semiprivate layer: Individuals share information with certain people.
- c. Private layer: This is the stage where an individual reaches where the information provided is more intimate and personal, and impacts the self.

2.4 Secretary

Secretary is an absorption word that comes from the English language, namely Secretary, the meaning of the word can be interpreted as someone who is responsible for carrying out administrative tasks, as well as managing routine activities for the leadership. According to Setiawan (2022) the secretary acts as an individual who assists the leadership in an organization, through his strategic role the secretary is asked to be able to carry out organizational functions. The secretary is also defined as someone who can work efficiently in obtaining information and performing his duties, because in achieving the goals of an organization a secretary is tasked with ensuring the running of an organization properly, smoothly, and precisely (Azizah, 2024).

An organization is required to have a secretary whose role is to manage various administrative aspects, in maintaining the smooth running of work a secretary must generally ensure that activities take place in accordance with the objectives and laws of the organization (Wulandai, et al, 2022). The definition of a secretary is also explained by Andrew Kakabadse (2014) in his book entitled “The Company Secretary: Building Trust Through Governance”, namely an important role and also as a major function in a company, the secretary carries a great responsibility in carrying out his duties, as one of the intermediaries who help facilitate the success of the goals of an organization, the secretary needs characteristics that are able to negotiate, bookkeeping agendas, intellectual intelligence, and the ability to understand emotions.

As for quoting the definition of a secretary according to Rompis (2011), namely as someone assisting the leader in carrying out his duties, broadly speaking, the implementation of the secretary's duties includes correspondence, correspondence, typing, agenda writing, maintaining company secrets and information, this is a common task that can be carried out by a secretary in carrying out his activities in a company or other agency. The image of a company is one of the responsibilities of the secretary with the aim of having a good reputation, the secretary needs to understand how a company where he works, what problems must be faced,

and find solutions on how to overcome these problems so that they are quickly and precisely resolved. Therefore, important information related to the company, as well as data related to the company are dependents that need to be done by the secretary (Yelli Yulinda Sari, 2023).

3. Material and Method

This research was conducted at one of the companies in the East Jakarta area by focusing on the relevance between the required data and the location of social phenomena in the context of the study being analyzed. In its implementation, this research took place between September to November.

3.1 Design Study

Based on the type of data needed in this analysis, one type of research used is descriptive and qualitative approach. The definition of qualitative descriptive research (QD) explained by Yuliani (2018) is one of the social research methods that focuses on a simple qualitative approach and uses inductive flow. It is intended as an inductive flow because it experiences a clear process or event in obtaining information by means of interviews or direct interaction, so that generalizations can be drawn in the form of conclusions from the analysis of phenomena that occur.

The method used in this research is descriptive research, development and literature research. In the context of analysis, this method is applied with the aim of seeing and interpreting the subject and object of research based on field facts that appear as they are. Descriptive research generally provides a detailed description of certain social situations, which can be single or plural. Characteristically, the data is then taken by observation methods (direct observation) or through surveys (Zellatifanny, 2018).

3.2 Data Analysis

In this study, using qualitative research design and case studies with non-probability sampling methods. Firmansyah and Dede (2012) explain the definition of a non-probability sample, which focuses on a small sample that has a direct impact on real social phenomena, samples of participants or cases under study tend not to be representative or random, but need clear and competent reasons for including some cases. The population determined is employees who are selected respondents (purposive) at PT X, while divided into four informants in various divisions. Data collection techniques using interviews and

documentation, with the aim of obtaining complex descriptions and detailed reports based on the situation experienced.

No.	Participants	Gender	Years of Experience	Unit
1.	Participant A	F	6 Years	Regional Manager Secretary
2.	Participant B	F	8 Years	Secretary
3.	Participant C	F	12 Years	Purchasing
4.	Participant D	F	11 Years	Purchasing

Figure 1. Participants Description

In collecting data, this research uses data collection techniques with a purposive sampling method that reflects sampling in the form of each selected unit, there are 3 criteria needed to collect data as follows:

1. Employees of PT X Head Office in East Jakarta.
2. Employees who are in the Secretary division or outside the division, with a focus on having mutual attachment between members.
3. Employees who work in one STEEL region (Special Steel Division of PT X Business Unit).

Based on the three criteria described, the researcher determined as many as 4 (four) informants who were considered competent and really knew the phenomena that occurred at the research location. The purpose and objective of deliberately selecting informants is to be able to collect data accurately to support this research. There is another theory that explains the qualitative sample size to analyze data within the framework of individuals, units, or institutions to be studied with the aim of adjusting information and deepening the accuracy of information, so that it can more easily generalize the results and consider specific contexts, which is called the Rule of Thumb (Njie, B., & Asimiran, S, 2014).

Basic Study Type	Rule of Thumb
Ethnography	30-50 interviews
Case Study	At least one, but can be more
Phenomenology	Six participants
Grounded Theory	30-50 interviews
Focus Groups	Seven to ten per group or more groups per each strata of interest

Figure 2. Qualitative Sample Size

4. Result

4.1 The Role of Communication in Secretary Fields

Based on observations and interviews that have been obtained by researchers, the role of communication is a strategic thing that can drive the interaction process in an environment. In its implementation at PT X, communication is considered a process that occurs due to involvement between individuals. Effective communication between secretaries and leaders, secretaries and other divisions, or secretaries and stakeholders can help harmonize understanding and control information. The results showed that the role of communication in the performance of PT X employees is very important and can be seen from how often an individual interacts with each other in the office environment.

Communication highlights intensive discussions between individuals to avoid misunderstandings. In the communication process, information exchange is carried out to convey messages and receive messages reciprocally. When viewed broadly, the context of communication according to Mukarom., et al (2020) takes place due to certain situations, including:

a) Physical Aspects

Communication can be established due to physical aspects (climate, weather, seating arrangement) which explains that the spatial arrangement in the environment where employees work triggers communication in a place, thus requiring an individual to interact with each other because they are in the same room. From the interview results, the four informants came from the same workplace. Participant A and Participant D, a secretary who emphasized that communication occurs due to being in a shared scope, this triggers interaction due to the shape of the room.

Participants B and D, an employee of the purchasing division explained that interaction can occur when someone is in the same room. Both emphasized that being with a group of people definitely require communication so that the delivery of information can run effectively and efficiently.

b) Psychological Aspects

This aspect highlights the attitudes, personalities, tendencies, and emotions that can trigger communication between coworkers because of the emotional bonds that occur between individuals, through which a person will build a relationship which will affect the delivery of messages and responses from others.

Based on the results of the interviews above, the majority of employees at PT X emphasized that they will tend to communicate with people who are already emotionally involved, because the differences in communication styles that exist in each individual can produce different responses and responses.

c) Social Aspects

Communication occurs because of group norms, social values, and cultural characteristics, communication dynamics do not take place in a vacuum, but are governed by social norms, rules, and cultural practices in an environment. Every place has certain norms and ways to convey messages, interpret meanings, and respond to things. Every place and environment have its own rules, just as PT X also has rules for communication. It aims to create a two-way communication space that supports and motivates its members.

d) Time Aspect

In this aspect, it explains when communication occurs, such as what day, what time, and other times (morning, afternoon, evening, night.) A state of communication can occur at any time, PT X generally carries out office hours at 09.00 WIB until 16.00 WIB, these circumstances become a common situation for daily communication to transform information and ideas between employees.

4.2 Interpersonal Communication Contribution on Secretarial Fields

Based on the results of interviews obtained from PT X informants regarding the contribution of interpersonal communication to secretarial services, researchers found that interpersonal communication is one of the triggers for effective communication in the work environment. Interpersonal communication harmonizes relationships between colleagues to optimize cohesive social interactions. Broadly speaking, effective communication can be triggered due to the application of interpersonal communication as an element that affects the attachment of humans based on the process of openness and reciprocal relationships with each other.

To find out how interpersonal communication contributes to secretarial services, researchers used 5 (five) main indicators to assess the contribution of interpersonal communication, including: openness, empathy, support, comfort, and equality (Fatmasari & Maulid Adha, 2022.) Data were collected through interviews with selected informants through several questions based on these indicators:

a. Openness

Interpersonal communication variables with a focus on openness highlight how individuals carry out the communication process with an open and honest nature in conveying messages to the communicant, both parties must know and understand the message received. DeVito (2011, in Irfal) explains that openness can have a positive

impact on interpersonal communication, because the parties involved in an effective communication process will respond with a good response.

The openness that occurs as a result of continuous interaction results in a process of getting to know each other better. In this case, the informant explained that openness is the main door to exploring further regarding the communication process. The majority of informants stated that openness can facilitate the communication process, because with this nature it becomes a reference for someone to express feelings honestly, convey information, feelings, and experiences clearly.

b. Empathy

At the empathy indicator level, this shows the process of how the communicating parties can understand each other and can feel the emotions and feelings that are channeled when communicating with each other. The communication process can run smoothly if the communicator and the communicant can mutually grasp the meaning of a feeling that is formed when communicating (Irfal, n.d).

Empathy refers to the emotional response received when the information has arrived, then sensitivity arises due to the attitude of mutual understanding experienced by the other person. From this explanation, the informant of PT X explained that empathy needs to be possessed by everyone and not just certain people. Fellow coworkers who interact in a social environment by applying empathy indicators will make the other person feel safer, more comfortable, and accepted in that environment.

The majority of PT X employees stated that empathy involves someone to build a more humane and understanding relationship. Empathy, among others, does not only focus on listening to information, but also understanding the position experienced by others, showing sympathy for caring for others, providing focus when listening to information or stories, and providing responses and helping to solve problems so that they can more effectively contribute to the environment.

c. Supportiveness

Support indicators are one of the efforts to create a conducive communication situation, support is a way to start the communication process so that someone feels more appreciated, heard, and understood (Irfal, n.d). Through support and encouragement from the surrounding environment, this will affect interpersonal communication so that it can be more effective in everyday life.

Generally, support can be in the form of giving attention to others, in certain contexts someone helps to solve problems well, support can also build social networks

between co-workers so that it can create positive attachment relationships. The application of support to interpersonal communication at PT X can be accepted by the people around, the majority of employees of PT X stated that with the support offered it would make work easier and feel more connected, and supported while working.

d. Positiveness

In a community or work environment occupied by a person, the comfort indicator is crucial in carrying out communication with people around them. The attitude of comfort given and received by others reflects positive interpersonal communication values (Fatmasari & Maulid Adha, 2022). In general, comfort refers to a sense of security and freedom when someone interacts with others.

Effective communication needs to pay attention to the comfort built by the people around them, this will allow a person to be freer to express themselves, their opinions, emotions, and feelings without fear of being judged. The application of comfort to interpersonal communication at PT X can be expressed by how individuals can speak safely due to mutual trust, so that they can share information and messages effectively.

e. Equality

The last indicator is equality, this refers to how the communication process takes place without any party feeling more dominant. This situation generally occurs when someone is dealing with a leader or superior in a company. In measuring interpersonal communication variables, equality highlights the ability to understand each other, each individual has an equally important position and has information that needs to be expressed in a communication.

In carrying out their duties as secretaries, Participants A and D tend to interact more often with the leader, although Participants B and C also often interact, but it can be underlined that the interaction that occurs due to direct communication between the secretary and the leader can create an open space so that there is a sense of mutual respect. The application of equality indicators in the work environment can help to respect differences without coercion from one point of view only, each individual can provide ideas without a hierarchy based on power or certain status. The interactions that take place not only highlight the secretary and the leader, this also applies to employees who have more experience, equality becomes a benchmark to reflect loyalty, familiarity, and foster openness.

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4.3 Obstacles in Interpersonal Communication

One of the causes of obstacles or constraints that occur in the communication process can be caused by differences in speaking styles between individuals. Researchers conducted pre-research at PT X with the aim of analyzing communication constraints in the social environment, resulting in most respondents stating that a lack of understanding between individuals was a trigger for communication constraints. Generally, individuals feel that there are obstacles to starting communication with others because of differences in perception that occur, each individual has different knowledge, understanding, and perspectives so that the main problem is that someone finds it difficult to start a communication relationship (Juariyah, 2020).

Based on the results of interviews with four informants, it was revealed that obstacles in communication can occur due to a lack of understanding between individuals, this refers to a situation where the communicator and the communicant have difficulty understanding each other's messages, feelings, information, intentions and goals, which will lead to failed communication. The condition of obstacles that occur due to a lack of understanding between individuals is one of the problems that involves interaction between someone through reflective thinking.

In such conditions, the secretarial field needs to have a good communication process between each other in order to provide clear information to other colleagues. The function of communication in the secretarial field will not run well if there are obstacles that occur through the communication process. The obstacles mentioned by informant PT X refer to the form of interpersonal communication in opening relationships and establishing good communication. Stimuli that occur in the communication process can get an interpersonal response to a

condition, where if the difference in perception between individuals continues for a long enough duration, it will become a barrier and misinterpretation of information.

If at the initial stage the relationship does not go well, then the obstacles need to be investigated and analyze strategies to influence the further communication process. Internal and external obstacles in the form of a lack of understanding between individuals, if the communicator and the communicant experience obstacles in the exchange of information, this can affect the reciprocity received by both parties which is in line with the concept of social penetration theory. If these obstacles occur in everyday phenomena, then the application of interpersonal communication at PT X has not been fully maximized, where communication obstacles will affect how individuals can understand each other and process information clearly. Therefore, these obstacles need to be fixed to carry out the communication process in secretarial services so that it can run well.

4.5 An Attempt to Overcome Obstacles in Interpersonal Communication Secretarial Services

Based on the results of interviews and analysis conducted on employees of PT X, this reveals that there are obstacles that occur due to a lack of understanding between individuals in the company. Through its implementation in maintaining professional work relationships and sustainability in secretarial services in the company, these obstacles can be overcome through a structured strategic approach.

The obstacles that occur at PT X can be analyzed using the Social Penetration Theory approach of Irwin Altman and Dalmas Taylor (1973), interpreting the analysis of obstacles due to a lack of understanding between individuals emphasizing the importance of depth and effectiveness of information exchange in interpersonal communication. In this context, these obstacles arise due to a lack of openness, shyness in starting a conversation, lack of trust, or cultural differences between individuals.

In this regard, communication is superficial or limited to the outer layer at the communication stage, so that it becomes an obstacle in building a relationship of attachment between each other at a further stage, which will hinder the effectiveness of secretarial services to convey information and carry out administrative routines in the office environment. In addition, the lack of time required for personal interaction can be one of the triggers that hinder the social penetration process to create closer working relationships.

Obstacles in the application of interpersonal communication at PT X can be overcome through various strategic efforts. Interpreting the Social Penetration Theory to minimize the occurrence of obstacles in communication can be seen from the first stage of the

communication process, citing these slices according to Altman and Taylor (Mukarom, 2020) explaining that the outermost layer is a stage that tends to be open, and generally at this stage the information conveyed is basic and shallow. This is because individuals are fairly formal and less open to new situations, at this stage there is an obstacle to a lack of understanding between individuals which reduces the social penetration process of each individual.

Based on the discussion, the efforts that can be made through a structured strategic approach can be done in one way, namely by improving communication competence by trying to focus on being an active listener without seeing who the other person is, this can help someone to be open without any coercion at the beginning of communication. Furthermore, building a work culture that supports open and transparent communication, and understanding non-verbal language so as to strengthen the interaction of the communicator and the communicant. Finally, creating a comfortable work environment and respecting each other so that everyone can appreciate diversity, and can encourage feedback from all members to achieve good organizational goals.

Through this, the contribution of interpersonal communication to secretarial services can be better established. Through the application of interpersonal communication in everyday life, it can build good relationships with co-workers, leaders, or colleagues from external parties. Therefore, good communication will create high credibility in delivering messages and information, so that it will create professional relationships with various parties.

5. Discussion

This result show that interpersonal communication can be one of the variables that can improve the communication process in the first stage. In the work environment, the secretary is a crucial role to convey information between colleagues, leaders, and colleagues. Therefore, the secretary needs to have an open and transparent nature to align the role of good interpersonal communication.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

Employees of PT X tend to experience openness between individuals, which results in obstacles in the interpersonal communication process. Through this, it can be seen that the lack of understanding between individuals is one of the triggers for obstacles in interpersonal communication. This results in a less open nature and can reduce the effectiveness of the communication process. In its implementation, interpersonal communication as a critical skill

for success in the secretarial field. As secretaries serve as the bridge between organizations, clients, and stakeholders, effective communication to ensures smooth operation, fosters professional relationship and enhances overall productivity in PT X.

6.2 Implication

The implications of the results of previous studies conducted by Reindy Gustyawan, et al. (2015), Zidnal Falah (2020), Bedjo Sukarno (2021) Rizaldi, Trisna (2020), Rais Hidayat (2017). Based on the results of this study, it can be interpreted that the application of interpersonal communication in the secretarial services of PT X can be factors that build and minimize the occurrence of barriers to communication.

This research can be a reference, as information, and input to users in social environments and work professionalism, this research highlights the importance of building interpersonal communication skills that can provide encouragement for work effectiveness and social relationships in harmonious communication. Through this research, it is expected to improve interpersonal communication skills in an inclusive environment and empathy for others.

6.3 Recommendation

Based on the research that has been conducted, the following are recommendations that can be made by further researchers:

1. Time constraints in this research are one of the obstacles faced during the research process, so it is recommended to further researchers to maximize their research.
2. Further research can further explore the role of culture in an organization, or the character of each individual that can influence the success of interpersonal communication.

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