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# The Role of Principal Interpersonal Communication on Teacher's Work Motivation

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## Abstract

The purpose of this study was to determine the role of the principal's interpersonal communication on the work motivation of teachers in Public High School 1 Merapi Barat. The research method used is descriptive qualitative which is specific to describing, then first of all the author will describe what the results obtained at the research location in this case are the role of the principal's interpersonal communication on the work motivation of teachers in Public High School 1 Merapi Barat. Interpersonal communication aims to convey everything about the contents of his thoughts and feelings to the communicant. The expression of the contents and thoughts and feelings if applied correctly with the right ethics will be able to prevent and avoid conflicts between individuals, between groups and even between nations so as to maintain national unity and integrity. From the analysis of this research, a leader is required to be able to communicate effectively interpersonal in order to be able to have emotional closeness between leaders and subordinates and fellow subordinates so that when the delivery of information takes place it will be easier and more relaxed in achieving the goals of information, the closeness that is owned makes the information. what is delivered is easy to accept and run. Where later these factors can increase and play a role in teacher motivation.

**Keywords:** Interpersonal, Communication, Learning, Education

## 1. Introduction

In organizational life, interpersonal communication is very important because interpersonal communication can increase mutual understanding between subordinate employees and superiors, and improve coordination of various different activities or tasks. Poor interpersonal communication can complicate various kinds of joint activities and can further lead to stress and dissatisfaction among employees. For this reason, in organizations or

in employment relationships, an open communication system must be developed because, apart from the existence of many communication systems and some propagation in communication, it can be said that open communication is better than closed communication systems. In this communication system, the signs that can be generated include understanding, pleasure, influence on attitudes, better relationships, and actions.

Principals need carefulness to see that the conditions of education personnel should receive attention considering that they are elements in the delivery of education. Educators are required to have special abilities or competencies to provide the best service for their students. For that, there needs to be an interaction between the two parties above.

From the results of preliminary observations made by the author, the phenomenon that often appears shows that the communication system in schools is not well developed. This often arises in communication problems where either the principal or the teacher tends not to carry out their duties properly.

## **2. Method**

This research used a qualitative approach, which starts with data and leads to conclusions (Ali, 2011; Mubasyaroh, 2016). This research is focused on the role of principal interpersonal communication on the work motivation of teachers in Public High School 1 Merapi Barat which can be seen through Openness of Empathy, Support, Positive Ratio and Equality.

This research was conducted in Public High School 1 Merapi Barat . The research period lasted for one month, namely the end of March to the end of April 2020. The types of data in this study were primary data and secondary data. As for the data collection techniques that I do is through Documentation Observation and Interviews with data analysis techniques through data collection, data reduction, data presentation and conclusion describing. The raw data obtained from using data collection instruments is then reduced. Data reduction is a stage of qualitative data analysis techniques. Data reduction is the simplification, classification, and removal of unnecessary data in such a way that the data can produce meaningful information and make it easier to draw conclusions. The large amount of data and the complexity of the data requires data analysis through the reduction stage. This reduction stage is carried out to determine whether the data is relevant or not with the ultimate goal. This relevant data is related to teacher work motivation

## **3. Results and Discussion**

Public High School 1 Merapi Barat uses the National Standard School (SSN) education model coupled with the Full Day School with learning activities taking place from Monday to Friday from 13.00-17.00 and Saturday as a time for self-development. Public High School 1 Merapi Barat. implementing an integral curriculum which is a combination of the national education curriculum, Islamic education foundation curriculum, and the matriculation curriculum.

Islamic high schools have 15 teachers, with 11 male teachers and 4 female teachers. Following are the names, positions and types of subjects in the fields of Public High School 1 Merapi Barat. From observations and data obtained by the author during the study. The author will discuss the Role of Principal Interpersonal Communication on Teacher Work Motivation in Public High School 1 Merapi Barat, namely: The Role of Principal Interpersonal Communication Against Teacher Work Motivation in Public High School 1 Merapi Barat. In this research, the theory used by the researcher is the theory of interpersonal communication which is considered as the most effective communication because it is done directly between the communicator and the communicant, so that it can influence each other. Interpersonal communication is communication between communicators and communicants (Sudarsana, 2018). This communication is most effective at changing someone's attitude, opinion, or behavior. Interpersonal communication is seen as a basic method that affects basic changes in behavior (Fisher et al., 1995; Graham et al., 1993; Salimi et al., 2013) .

According to Mr. Suyitna as the Principal of the Public High School 1 Merapi Barat, the method used in communicating with teachers here is interpersonal communication, meeting face to face so it will be easier what you want. we convey or vice versa because directly, such as showing openness, empathy, giving support, showing a positive feeling, and equality or equality.

Furthermore, the researchers conducted interviews with several teachers in Public High School 1 Merapi Barat, the teachers felt that the role of the principal was very helpful for them because with interpersonal communication all information was easier to receive clearly. Following are the results of the researcher interview with one of the teachers in Public High School 1 Merapi Barat , Mr. La Uti:

“In my opinion, the role of the Principal is very important, the principal is the one who directs the teachers in the school he leads”. We felt very helpful because we got a lot of information from the principal. besides that, some information was given in an interpersonal way which made the teachers feel comfortable because they were face to face, so that it made me and the other teachers feel very appreciated. Not to mention in making decisions, the principal always opens a room for discussion so that teachers can ask questions and give suggestions as much as they like. The principal considers that with interpersonal communication it will be easier to apply openness, show empathy, provide support, create a positive feeling in front of the teacher, and show equality or similarity so that it makes the teacher feel highly valued and needed.

Increasing Teacher Work Motivation by means of interpersonal communication is very effective to be used in increasing teacher work motivation. With interpersonal communication, it will be easier to convey something, whether it is a form of openness, showing empathy, providing support, a positive feeling, and fostering a sense of equality or equality. By using interpersonal communication it will be easier to accept and of course can foster a sense of kinship, a sense of pleasure between superiors and subordinates, so that the message delivery process can run smoothly and a backflow will certainly be created. Things like this are certainly very helpful for increasing teacher work motivation and they feel it is very helpful in increasing work motivation.

From the results of interviews with the principal of the researcher that interpersonal communication is very helpful in increasing teacher work motivation. In this case it can also be said that interpersonal communication can also foster a sense of kinship in the school environment, especially between the principal and teachers and fellow teachers.

In this case the principal, the method conveyed by the principal in communicating with the teacher is to communicate interpersonal so that the message conveyed and the message received is more effective. From the results of the interviews that the author did, the method used in communicating with the teacher here was interpersonal, meeting face to face, it would be easier to say what you want to convey or vice versa. Communication is carried out interpersonal so that there is a dialogue with the existing teacher, so that at that time we can know directly the responses from the teachers, and with certainty we will know whether the communication is positive, negative and successful or not. If it doesn't work, then the teacher will be given the opportunity to have an opinion or ask questions. All efforts made are aimed at making it easier for all teachers to obtain information, understand and participate in program implementation, provide support, both in the form of constructive criticism, and supervision.

A school principal has a role as a coordinator, where they explain or show the relationship between various opinions and suggestions, while each teacher in the school is certainly allowed to play more than one role in participating in school. In addition, school leaders also act as energizers of teachers to act or make decisions, and try to stimulate or encourage teachers to carry out predetermined activities. Increased participation of teacher members will increase school dynamics. This dynamism will provide the maximum opportunity for teachers to work together and participate in realizing the vision and mission of the school so that common goals can be achieved. A dynamic school is characterized by always having activities or interactions, both inside and with outside parties in an effort to achieve school goals.

Various kinds of problems can arise in schools, but the principal must be able to solve them well, so that they do not take sides with certain teachers, regarding problems that arise in school and how to solve them. The results

of the study show that the principal is usually the only problem that occurs is the difference in opinion in the forum, but the principal here always tries to find ways to solve it. The way to solve problems by being a mediator in the forum also helps teachers who have various kinds of different characteristics to be able to work comfortably. This kind of life is what schools expect as a place for implementing education that is part of society at large. Differences of opinion are important to occur in every forum with the aim of finding solutions in dealing with problems that are of common interest. Opening a discussion room will make it easy to find the best solution for the common interest and an agreement is reached that satisfies many parties. This solution can have a positive impact on the interests of schools.

With the existence of interpersonal communication carried out by the principal, it can have a good impact on the progress or quality of the school with a warning or giving advice from the principal, which can further improve teacher readiness in the teaching and learning process such as preparing materials or devices for teaching (Elfisa et al., 2020; Istiqomah et al., 2019; Marzuki & Tolla, 2019; Mukhtar et al., 2020; Murtiningsih et al., 2019; Wong & Daud, 2017). The importance of motivation in this work greatly determines how quickly organizational goals are achieved, both effectively and efficiently. Whereas if it is specifically interpreted as motivation at work, it is stated that teachers are encouraged to always be enthusiastic at work and always comply with the rules made by schools or agencies and optimize institutional facilities. So that it can increase the productivity developed by the school (Abdullah et al., 2013; Fultz & Gimbert, 2009; GÜLBAHAR, n.d.; Juharyanto, 2020; Madigan & Scroth-Cavataio, 2011; Netshitangani, 2016; Terziu et al., 2016).

## Conclusion

Based on the results of the research and discussion that the researchers have put forward, it can be concluded that the Role of Principal Interpersonal Communication Against Teacher Work Motivation in Public High School 1 Merapi Barat is as follows. the teacher has done well. The method conveyed by the Principal in communicating with the teacher is by communicating interspersally so that the message conveyed and the message received is more effective. and secondly in the role of influencing and motivating teachers, the principal has carried out its function, where the teacher's interest in participating in every school activity increases by creating a harmonious relationship between the principal and teachers and fellow teachers by implementing effective interpersonal communication in schools. This is intended so that you can easily realize the vision and mission of the school itself as a place for implementing education.

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