

ABSTRACT

This research aims to analysis effective communication model between management and worker's union.

This research utilized qualitative case study approach the data were collected by interviews. Participants in this research involves 4 managers and 6 representatives from the worker union of PT. Dok & Perkapalan Kodja Bahari (Persero).

The research found that the antecedents of conflicts are : inability to fulfill the normative rights, lack of commitments from management and communication problem between management and the worker union. This research also found to that resorve conflict by establishing effective communication between management and the worker union through: direct communication, family – like relationships and continuous improvement, trust and commitment and openness information to all worker unions.

This research has practical implications toward managerial practice. The worker unions must be aware of the condition of the company, its role and responsibilities as partners, building trust against management.

Keywords: causes of conflicts, effective communication, management and worker union.