

## **ABSTRACT**

*Name/ Student Identification Number: Revy Permatasari/ 2009-52-059*

*Title: Application of the Principles of Human Relations by Head of Branch Office for Employees PT. JAMSOSTEK (Persero) Tangerang I*

*Number of Pages: xi; 149 pages, 2 charts; 41 tables, 5 attachments*

*Keywords: Principles of Human Relations*

*Bibliography: 39 titles (1993-2012)*

*This study aims to determine the appraisal PT. JAMSOSTEK (Limited) Tangerang I against the application of the principles of human relations conducted by the leadership. By design, this study used a survey method with a questionnaire as a data collection tool.*

*Research shows, most (67.7%) of respondents said leaders apply the principles of human relations to employees. Based on these results, there is a visible difference in respondents' assessment of the characteristics and dimensions of the principles applied to human relations and leadership ignored.*

*Referring to the results of the study, should be led by PT. JAMSOSTEK (Limited) Tangerang first to apply the principles of human relations is oriented to the different characteristics of employees and further optimize the principles of human relations based on the dimensions of employee participation.*