

ABSTRACT

Collaboration is a process where people or organization with different objectives shares information for make a decision to upgrade performances together.

My research background is the researcher wants to know more about cost expense replacement lecturer's research in Faculty of Communication and Business Telkom University. Based on regulations, the cost expense replacement have done with reimbursement system and also time replacement was undefined. The problems are lecturers complain about that replacement system and they wants that system can be changed. Not only the system, they problem was that replacement have done about in a month. This research involved two other parties, there are LPPM (Research and Community Service Foundation) and financial department Telkom University. This research aimed for searching root of problems and giving solution how the best way is for all parties that involved.

This research classified in interactive qualitative research, it was case study. In this case, drama theory is used as approach on modelling, analysis, and strategi conflict comprehension. The research sampling method used purposive sampling and snowball sampling. To getting data, researcher used semi-structure direct interview. Whereas, the data processing used confrontation manager software. For theory that researcher used, researcher used Nigel Heward, 1993 theory.

The result of this research can be concluded that there's eight kinds dilemma that parties feel, such as trust dilemma, cooperation dilemma, and rejection dilemma. In order to the collaboration can be formed, dilemmas have to eliminated. So LPPM need recruitment for new employee who have task as verifying requirements file.

Keywords: *Collaboration, Drama Theory, Dilemmas, Research Cost Expense Replacement, Faculty of Communication and Business Telkom University*