

ABSTRACT

THE INFLUENCE OF INTERPERSONAL COMMUNICATION AMONG EMPLOYEES TOWARDS THE PERFORMANCE OF EMPLOYEES OF PT. AXIS TELEKOM INDONESIA IN BANDAR LAMPUNG BRANCH OFFICE

By

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Organization is a social system of which complexity is obviously seen by variety, hierarchy, form, and intensity of interaction. An absolute process involved in organization is communication, particularly the interpersonal communication among the employees. In organization, there is a process of information exchange, ideas, and experiences. One of the goals of interpersonal communication in organization is to maintain the good two ways communication among employees in order to keep the harmonious relationship among them. Recalling its important role in order to create a good communication process in organization, the attention to the interpersonal communication process among employees is somehow needed in organization of a company.

Based on the elaboration above, the aim of this research is to identify the influence of interpersonal communication towards the performance of employees in PT. Axis Telekom Indonesia of Bandar Lampung Branch office. The subject of this research is the employees of PT. Axis Telekom Indonesia of Bandar Lampung Branch office as many as 63 respondents.

The theory used in this research is Human Relation Theory; the method used in this research is Correlation Method. This method is used to identify the relation between the determined variables; those are variable X (interpersonal communication) and variable Y (the performance of employees). This research is included as analytical description illustrating and discussing the object of research. While the data analysis technique used in this research is simple linear regression which uses the determination coefficient (*r square*).

The result of the research shows that interpersonal communication among employees influences positively towards the performance of employees of PT. Axis Telekom Indonesia of Bandar Lampung Branch Office. The percentage of interpersonal

communication influence towards the performance of employees is as much as 33, 7 %, while the rest is as much as 66, 3 % influenced by causal factors originated beyond this linear regression model or beyond this research. This correlation is also significantly influenced the level of trust as much as 95 %, or interpersonal communication influences the performance of the employees significantly with the trust level as high as 95 %.

Key Words: Interpersonal Communication, Performance, Performance of Employees.