

## **ABSTRACT**

### **INTERPERSONAL COMMUNICATION AND RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE WITH THE PERFORMANCE OF EMPLOYEESPT FEDERAL INTERNATIONAL FINANCE BRANCH KALIANDA**

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Interpersonal communication will balance the internal working climate. The condition in FIF Branch of Kalianda about intimacy between 2006-2007 has decreased. Employees of PT FIF Kalianda branch have poor emotional intelligence based on the ESQ training. Level of performance is have not reach the target yet during the year 2008 have fluctuated. Problem of research is the relationship between interpersonal communication and emotional intelligence and performance of employees of PT Federal International Finance Branch of Kalianda?.

This study aims to determine the relationship between interpersonal communication and emotional intelligence and employee performance of PT FIF Branch of Kalianda. The hypothesis of the research is a positive relationship between interpersonal communication and emotional intelligence with the performance of employees at PT FIF Branch of Kalianda. The analysis used product moment correlation formula. To test the hypothesis is used t test and F test.

The results conclude that calculation of interpersonal communication (X1) has a positive relationship with the level of closeness with the performance in the highest category ( $r = 0.628$ ). Hypothesis test results concluded the relationship between interpersonal communication with the performance of employees of FIF Branch of Kalianda because obtained  $t_{count} (8.647 > t_{table} \text{ value } (1.679))$ . Emotional intelligence (X2) has a relationship with

a performance by the level of closeness in the category of moderate or adequate ( $r = 0.592$ ) .

The result of hypothesis test showed a connection between emotional intelligence and employee performance Kalianda PT FIF Branch because it is obtained  $t_{count} (6.181) > t_{table} (1.679)$ . Interpersonal communication (X1), and emotional intelligence (X2) has a relationship with performance with a high level of closeness in the category ( $R = 0.646$ ).

There is a relationship between interpersonal communication and emotional intelligence employee performance with the performance of PT FIF Branch Kalianda because obtained F value ( $15.39 > F_{table} (3.23)$ )

This study suggested to the leadership of PT FIF Branch of Kalianda order to increase familiarity between employees FIF Brach of Kalianda also to supervise and monitor the potential that exists on the employees. Factors that need to be increased from this emotional intelligence is the formation of mental attitude and employees in carrying out its tasks so employees can have a way of thinking and positive attitude in dealing with existing problems.