

ABSTRAK

Penelitian ini dilakukan dengan tujuan untuk mengetahui pengaruh budaya organisasi dan komunikasi interpersonal terhadap kepuasan kerja karyawan PT. Bank “X”. Penelitian menggunakan desain survey. Sampel penelitian adalah 62 karyawan *costumer service*. Data diperoleh melalui penyebaran kuesioner dan analisis dengan regresi.

Hasil penelitian menunjukkan: (1) budaya organisasi berpengaruh positif signifikan terhadap kepuasan kerja, (2) komunikasi interpersonal berpengaruh positif signifikan terhadap kepuasan kerja; dan (3) budaya organisasi dan komunikasi interpersonal secara bersama-sama berpengaruh positif signifikan terhadap kepuasan kerja karyawan. Kesimpulan penelitian ini adalah kepuasan kerja karyawan dapat ditingkatkan melalui budaya organisasi dan komunikasi interpersonal. Ini berarti bahwa untuk meningkatkan kepuasan kerja, maka budaya organisasi dan komunikasi interpersonal perlu ditingkatkan.

Kata kunci: Budaya organisasi, komunikasi interpersonal, kepuasan kerja

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ABSTRACT

The objective of this research is to study of the effect of the organizational culture and interpersonal communication on employee's job satisfaction of PT. Bank "X". This research used survey design. The samples of research were 65 employees. The data were obtained by distributing questionnaire and analyzed by regression. The results of the research shows: (1) organizational culture had a positive significant effect on employee's job satisfaction; (2) interpersonal communication had a positive significant effect on employee's job satisfaction; (3) organizational culture and interpersonal communication simultaneously had a positive significant effect on employee's job satisfaction. The conclusion of this researh is employee's job satisfaction could be improved by organizational culture and interpersonal communication. Therefore, in order to improve employee's job satisfaction, organizational culture and interpersonal communication need to be improved.

Keywords: *organizational culture, interpersonal communication, job satisfaction*

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