

THE INFLUENCE OF ORGANIZATIONAL COMMUNICATION CLIMATE AND WORKING MOTIVATION TO THE EMPLOYEE PERFORMANCE

(Survey at the BCA Finance Headquarters of Account Maintenance Department)

ABSTRACT

The title of the thesis is The Influence of Organizational Communication Climate and Working Motivation to the Employee Performance at the BCA Finance Headquarters of Account Maintenance Department. The purpose of there search is analyzing the influence of organizational communication climate and working motivation to the employee performance at the BCA Finance Headquarters of Account Maintenance. The theory used as a basis in this study is the theory of organizational communication climate, motivation and performance of employees. The method of the research is quantitative descriptive study using multiple linear regression analysis that aims to explain the influence of communication climate and working motivation to the employee performance. In this research, the population is the employee of BCA Finance Headquarters of Account Maintenance which total 57 people, while the research sample was 57 people through nonprobability sampling technique through saturation sampling technique consisting of 22 men and 35 women. The location of the research is held in the company of BCA Finance Headquarters of Account Maintenance Department. The technique of collecting data uses a questionnaire distributed to BCA Finance employees at the Head Office of the Account Maintenance Department using the survey method. The questionnaire's answeris scaledto the form of score by using Likert scale. The result shows that the organizational communication and working motivation has effect to the dependent variable of employee performance. This is indicated by the value of F test simultaneously where the value of F-count (128,708) > F-table (3,168) and p-value (0.000) < sig- α (0.05). The simultaneously influence of communication climate and work motivation on employee performance to employee performance = 71.3%.

Keywords: Communication Climate, Organizational Communication, Working Motivation, Employee Performance.

PENGARUH IKLIM KOMUNIKASI ORGANISASI DAN MOTIVASI KERJA TERHADAP KINERJA KARYAWAN

(Survei pada BCA Finance Kantor Pusat *Department Account Maintenance*)

ABSTRAK

Tesis ini berjudul Pengaruh Iklim Komunikasi Organisasi dan Motivasi Kerja Terhadap Kinerja Karyawan di BCA Finance Kantor Pusat *Department Account Maintenance*. Tujuan dari penelitian ini adalah untuk menganalisis pengaruh iklim komunikasi organisasi dan motivasi kerja terhadap kinerja karyawan di BCA Finance Kantor Pusat *Department Account Maintenance*. Teori yang digunakan sebagai dasar dalam penelitian ini adalah teori iklim komunikasi organisasi, motivasi dan kinerja karyawan. Metode penelitian adalah studi deskriptif kuantitatif dengan menggunakan analisis regresi linier berganda yang bertujuan untuk menjelaskan pengaruh iklim komunikasi dan motivasi kerja terhadap kinerja perusahaan. Dalam penelitian ini yang menjadi populasi adalah karyawan BCA Finance Kantor Pusat *Department Account Maintenance* yang berjumlah 57 orang, sedangkan sampel penelitian adalah sebanyak 57 orang melalui teknik pengambilan sampel *nonprobability sampling* melalui teknik sampel jenuh (*saturation sampling*) yang terdiri dari 22 orang laki-laki dan 35 orang perempuan. Lokasi penelitian dilaksanakan di perusahaan BCA Finance Kantor Pusat *Department Account Maintenance*. Teknik pengumpulan data menggunakan kuesioner yang disebarikan kepada karyawan BCA Finance Kantor Pusat *Department Account Maintenance* dengan metode survei. Jawaban kuesioner di skalakan dalam bentuk skor dengan menggunakan skala Likert. Hasil penelitian memperlihatkan bahwa iklim komunikasi organisasi dan motivasi kerja memiliki pengaruh terhadap kinerja karyawan. Hal ini diindikasikan oleh nilai uji F secara serempak dimana nilai F-hitung (128,708) > F-tabel (3,168) dan p-value (0.000) < sig- α (0.05). pengaruh serentak dari iklim komunikasi dan motivasi kerja terhadap kinerja karyawan = 82,7%.

Kata kunci : Iklim Komunikasi, Komunikasi Organisasi, Motivasi Kerja, Kinerja Karyawan.