THE IMPACT OF EFFECTIVE COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEES’ JOB PERFORMANCE AT PT DUTA PANGAN NUSANTARA SURABAYA

BY:
GLADYS GRESELDA GOSAL
3303013018

INTERNATIONAL BUSINESS MANAGEMENT
FACULTY OF BUSINESS
WIDYA MANDALA CATHOLIC UNIVERSITY
SURABAYA
2017
THE IMPACT OF EFFECTIVE COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEES’ JOB PERFORMANCE AT PT DUTA PANGAN NUSANTARA SURABAYA

THESIS

Addressed to

BUSINESS FACULTY

WIDYA MANDALA CATHOLIC UNIVERSITY SURABAYA

To fulfill the requirements for the economy bachelor degree

International Business Management Program

By:

GLADYS GRESELDA GOSAL
3303013018

INTERNATIONAL BUSINESS MANAGEMENT
FACULTY OF BUSINESS
WIDYA MANDALA CATHOLIC UNIVERSITY
SURABAYA
2017
AUTHENTICITY STATEMENT OF SCIENTIFIC PAPER
AND PUBLICATION APPROVAL OF SCIENTIFIC PAPER

For the sake of knowledge development, I as a student of Widya Mandala University Surabaya:

I, the undersigned below:

Name : Gladys Greselda Gosal
NRP : 3303013018
Title : THE IMPACT OF EFFECTIVE COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEES' JOB PERFORMANCE AT PT DUTA PANGAN NUSANTARA SURABAYA

Acknowledge that this final assignment report is authentically written by me. If it is proved that this paper is a plagiarism, I am ready to receive any sanctions from the Business Faculty of Widya Mandala Catholic University Surabaya. I also approve this paper to be published/shown in the internet or other media (The digital library of Widya Mandala Catholic University Surabaya) for academic importance to the extent of copyright law.

Thereby the authenticity statement and the publication approval that I sincerely made.

Surabaya,

Stated by

( Gladys Greselda Gosal )
THESIS

THE IMPACT OF EFFECTIVE COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEES’ JOB PERFORMANCE AT PT DUTA PANGAN NUSANTARA

By:
Gladys Greselda Gosal

3303013018

Approved and Accepted
to be Submitted to the Panel Team

Advisor 1,
Dr. Fenika Wulani, SE., M.Si.
Date:

Advisor 2
Y.B. Budi Iswanto, MA., Ph.D.
Date:
RATIFICATION PAGE

Thesis written by: Gladys Greselda Gosal NRP 3303013018
Has been examined on Friday, 7th July 2017 and is accepted to pass by Panel Team.

Panel Leader:

[Signature]

Dr. Fenika Wulani, SE., M.Si.

Confirmed by:

Dean,

[Signature]

Dr. Lodovicus Lasdi, MM.
NIK 321.96.03.70

Head of Department,

[Signature]

Robertus Sigit H., SE., M.Sc.
NIK: 311.11.0678
FOREWORD

All praise and gratitude submitted to Almighty God, who has bestow His blessings, grace, and guidance that helped the author in finishing this Case Study entitled: The Impact of Effective Communication and Work Environment on Employees’ Job Performance at PT Duta Pangan Nusantara. This Case Study is a requirement in accomplishing Bachelor’s Degree at the Department of International Business Management of Business Faculty in Widya Mandala Catholic University Surabaya.

This final thesis cannot be done properly without the guidance, assistance and support from various parties. Therefore, the author would like to express gratitude to:

1. Dr. Lodovicus Lasdi, MM., Ak. CA. as Dean of Business Faculty Widya Mandala Catholic University Surabaya.
2. Robertus Sigit Haribowo Lukito, SE., M.Sc. as the Head of Management Program, Business Faculty, Widya Mandala Catholic University Surabaya.
3. Dr. Fenika Wulani, SE., M.Si. and YB. Budi Iswanto, MA., Ph.D. as the advisors who had patiently guided and assisted the author in writing and finishing this final thesis.
4. Manager of PT Duta Pangan Nusantara who had given permission for author to do research.
5. Employees at PT Duta Pangan Nusantara who were willing to become respondents of this study.
6. Author’s parents and siblings who always provide encouragement, advice, and prayers for the completion of this thesis.
7. Maria Jessica, Vivian, Galatia, Benedictha, Felicia, and Vincentius as fellow classmates who has worked together and supported the author in completing this thesis. Four years through thick and thin.

8. Winny Claudia, Ricky Febrians, and David Leonard who has helped and supported the author in finishing this thesis.

9. All parties who cannot be mentioned one by one which has given encouragement and support during the preparation of this thesis.

Author expects criticism and suggestions from readers for the perfection of this case study. Hopefully, this case study could be useful to the educational development and for all readers.

Surabaya, June 2017

Author
# TABLE OF CONTENTS

COVER .................................................................................................................. i

AUTHENTICITY STATEMENT ........................................................................... iii

APPROVAL PAGE .............................................................................................. iv

RATIFICATION PAGE ...................................................................................... v

FOREWORD ...................................................................................................... vi

TABLE OF CONTENTS ...................................................................................... viii

LIST OF TABLES ........................................................................................... xi

LIST OF FIGURES ........................................................................................... xii

LIST OF APPENDIX ......................................................................................... xiii

ABSTRACT ........................................................................................................ xiv

CHAPTER 1: INTRODUCTION

1.1. Background of the Study .......................................................................... 1

1.2. Research Questions .................................................................................... 5

1.3. Objectives of the Study ............................................................................ 5

1.4. Significance of the Study .......................................................................... 5

1.4.1. Theoretical Significance ...................................................................... 5

1.4.2. Practical Significance ........................................................................... 5

1.5. Writing Systematic ................................................................................... 6

CHAPTER 2: LITERATURE REVIEW

2.1. Previous Study ............................................................................................ 7

2.2. Theoretical Background ............................................................................ 9

2.2.1. Effective Communication ................................................................... 9

2.2.2. Work Environment ............................................................................ 12

2.2.3. Employees’ Job Performance .............................................................. 14

2.3. Relationship among Variables .................................................................. 16
2.3.1. Impact of Effective Communication on Employees’ Job Performance ................................................................. 16
2.3.2. Impact of Work Environment on Employees’ Job Performance .......................................................... 17
2.4. Research Model.................................................................................................................................................. 18
2.5. Hypothesis.......................................................................................................................................................... 18

CHAPTER 3: RESEARCH METHOD
3.1. Research Design................................................................................................................................................ 19
3.2. Identification of Variables ............................................................................................................................... 19
3.3. Operational Definition .................................................................................................................................... 19
  3.3.1. Effective Communication .......................................................................................................................... 19
  3.3.2. Work Environment .................................................................................................................................. 20
  3.3.3. Employees’ Job Performance .................................................................................................................... 20
3.4. Type and Source of Data .................................................................................................................................. 21
  3.4.1. Type of Data .............................................................................................................................................. 21
  3.4.2. Source of Data ............................................................................................................................................ 21
3.5. Data Collection Method..................................................................................................................................... 21
3.6. Variable Measurement ...................................................................................................................................... 22
3.7. Population and Sample ...................................................................................................................................... 22
3.8. Data Analysis Technique.................................................................................................................................. 22
  3.8.1. Validity and Reliability Test ....................................................................................................................... 23
      A. Validity Test.................................................................................................................................................. 23
      B. Reliability Test............................................................................................................................................. 23
  3.8.2. Multiple Regression Analysis ..................................................................................................................... 23
  3.8.3. Hypothesis Testing ..................................................................................................................................... 24
      A. t-Test............................................................................................................................................................. 24
      B. F-Test........................................................................................................................................................... 24
LIST OF TABLES

Table 2.1 Differences between Previous Journals and Research to be Conducted

Table 4.1 Respondent Characteristics Based on Gender
Table 4.2 Respondent Characteristics Based on Age
Table 4.3 Respondent Characteristics Based on Years of Working
Table 4.4 Respondent Characteristics Based on Education
Table 4.5 Assessment of Variable
Table 4.6 Descriptive Statistics of Effective Communication Variable
Table 4.7 Descriptive Statistics of Work Environment Variable
Table 4.8 Descriptive Statistics of Employee Job Performance Variable
Table 4.9 Validity Test on Effective Communication Variable
Table 4.10 Validity Test on Work Environment Variable
Table 4.11 Validity Test on Employees’ Job Performance Variable
Table 4.12 Reliability Test on Respondents’ Answer
Table 4.13 Statistics Output of Multiple-Linear Regression
Table 4.14 Partial Testing on Independent Variables
LIST OF FIGURES

Figure 2.1 Research Model........................................................................................................... 18
LIST OF APPENDIX

Appendix 1. Questionnaire
Appendix 2. Respondents’ Characteristics
Appendix 3. Descriptive Statistics
Appendix 4. Validity Test
Appendix 5. Reliability Test
Appendix 6. Multiple-Linear Regression Analysis
ABSTRACT

This research aims to explore the impact of effective communication and work environment on employees’ job performance at PT Duta Pangan Nusantara. This study employs quantitative method and causal study using questionnaires for self-administrative survey. All members of the population are used as the respondents of the research (census survey), and the total population is 60 respondents who work as office staff in the company. Data were analyzed with multi-linear regression analysis using SPSS 16.0.

The result of this research shows that there is a positive impact of effective communication and work environment on employees’ job performance. Therefore it is concluded that both hypotheses are upheld.

Keywords: Effective Communication, Work Environment, Employees’ Job Performance