

TABLE OF CONTENT

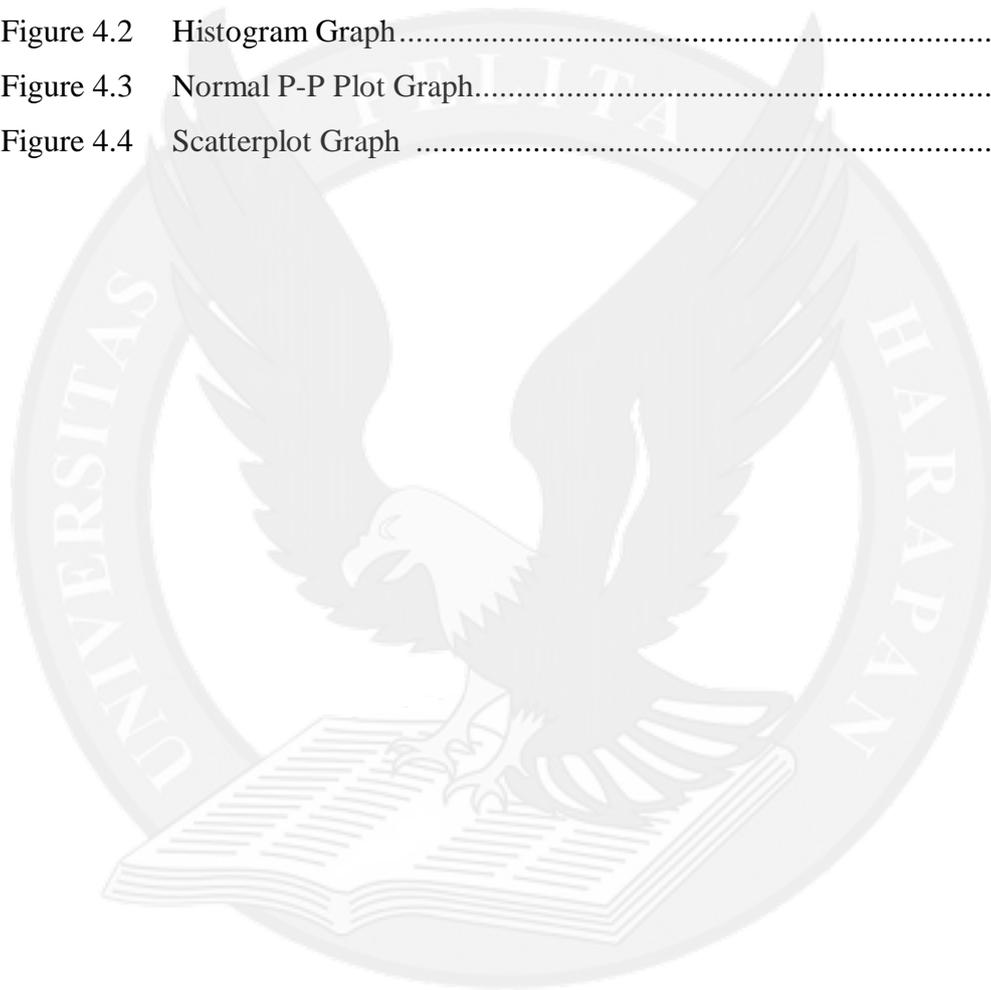
	page
COVER PAGE	
TITLE PAGE	
FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT....	ii
APPROVAL PAGE BY SKRIPSI ADVISOR.....	iii
APPROVAL PAGE BY SKRIPSI DEFENSE COMMITTEE	iv
ABSTRACT	v
ABSTRAK	vi
PREFACE	vii
TABLE OF CONTENTS.....	ix
LIST OF FIGURES	xii
LIST OF TABLES	xiii
LIST OF APPENDICES	xvii
CHAPTER I INTRODUCTION	
1.1 Background of the Study	1
1.2 Problem Limitation.....	8
1.3 Problem Formulation.....	9
1.4 Objective of The Research.....	10
1.5 Benefit of The Research.....	10
1.5.1 Theoretical Benefit.....	10
1.5.2 Practical Benefit.....	11
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	
2.1 Theoretical Background	12
2.1.1 Human Resource Management	12
2.1.2 Communication.....	17
2.1.3 Job Promotion	24

2.1.4	Employee Performance	29
2.1.5	Relationship Between Communication And Employee Performance	33
2.1.6	Relationship Between Job Communication And Employee Performance	33
2.2	Previous Research	34
2.3	Hypothesis Development	36
2.4	Research Model	36
2.5	Framework of Thinking	37
 CHAPTER III RESEARCH METHODOLOGY		
3.1	Research Design	38
3.2	Population and Sample	39
3.3	Data Collection Method	39
3.4	Operational Variable Definition and Variable Measurement	41
3.5	Data Analysis Method	43
 CHAPTER IV RESEARCH RESULT AND DISCUSSION		
4.1	General View of “PT Nusa Sarana Berkah”	51
4.1.1	History Of PT Nusa Sarana Berkah	51
4.1.2	Vision and Mision Of PT Nusa Sarana Berkah	52
4.1.3	Organizational Structure PT Nusa Sarana Berkah	52
4.2	Research Results	55
4.2.1	Characteristics Of the Respondents	55
4.2.2	Explanation of Respondents on Research Variables	58
4.2.3	Descriptive Statistic	78
4.3	Result Of Data Quality Testing	80
4.3.1	Validity Test	80
4.3.2	Reliability Test	81
4.3.3	Normality Test	82
4.3.4	Multicollinearity Test	84

4.3.5	Heteroscedasticity Test.....	84
4.4	Result of Hypothesis Testing	85
4.4.1	Multiple Linear Regression Analysis	85
4.4.2	Coefficient of Determination Test	86
4.4.3	t Test (Partial)	87
4.4.4	F Test (Simultaneous)	88
4.5	Discussion	89
4.5.1	Effect Of Communication On Employee Performance	89
4.5.2	Effect Of Job Promotion On Employee Performance	90
4.5.3	Effect Of Communication and Job Promotion On Employee Performance	92
 CHAPTER V CONCLUSION		
5.1	Conclusion	99
5.3	Recommendation.....	101
REFERENCES		105

LIST OF FIGURES

	page
Figure 2.1 Research Model.....	36
Figure 2.2 Framework of Thinking.....	37
Figure 4.1 Organization Structure	53
Figure 4.2 Histogram Graph.....	82
Figure 4.3 Normal P-P Plot Graph.....	83
Figure 4.4 Scatterplot Graph	85



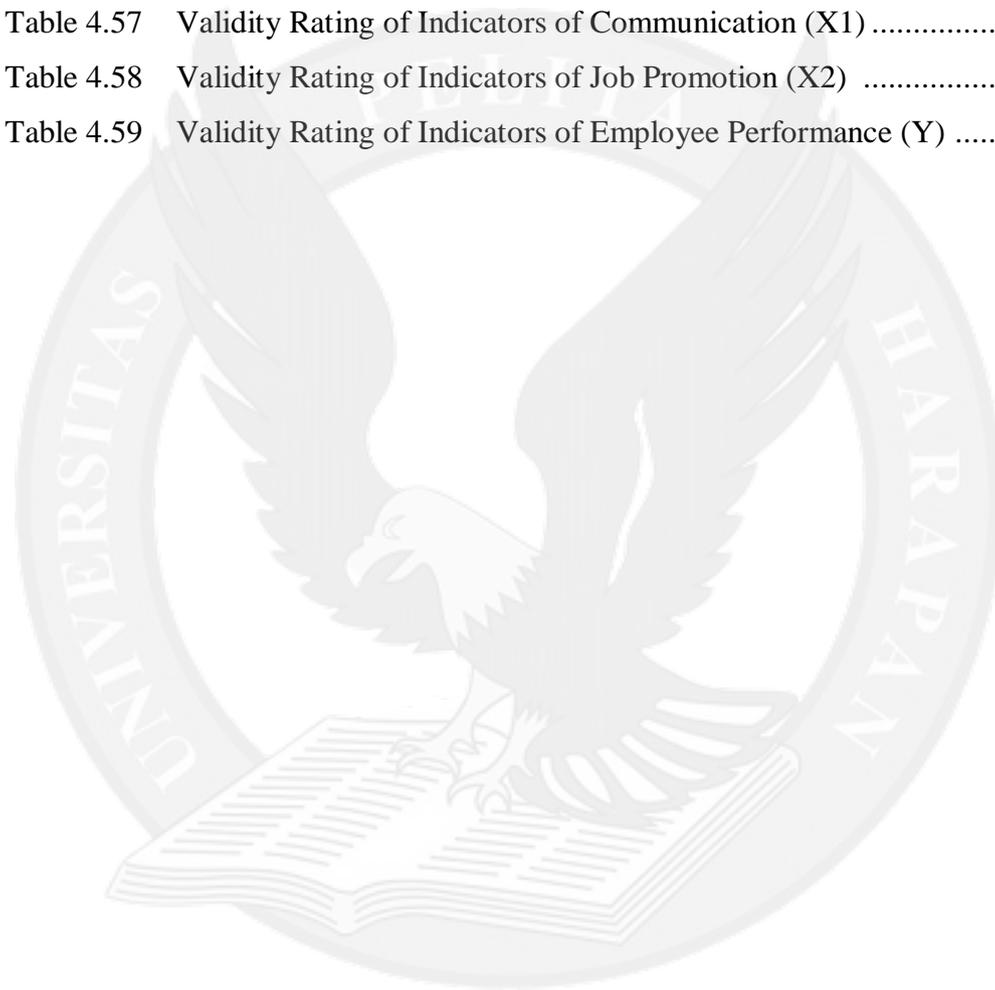
LIST OF TABLES

	page
Table 1.1	Lists Of Health Equipment’s Company Ratings In Medan 2
Table 1.2	Monthly Data of Employee Tardiness 5
Table 1.3	Data on the Number of Communication Errors at PT Nusa Sarana Berkah January - June 2022 6
Table 1.4	The Number Of Employees Who Have Been Promoted At PT Nusa Sarana Berkah In The Last Four Years 7
Table 2.1	Previous Research 35
Table 3.1	Definition of Operational Variables 42
Table 3.2	Coefficient Of Determination Scale 45
Table 4.1	Characteristics Of the Respondents By Gender 56
Table 4.2	Characteristics Of the Respondents By Age 56
Table 4.3	Characteristics Of the Respondents By Family Status 57
Table 4.4	Characteristics Of the Respondents By Last Education 57
Table 4.5	Characteristics Of the Respondents By Length Of Work 58
Table 4.6	Leaders can explain openly information on the work that will be done by employees 59
Table 4.7	Work information submitted is open to all employees while working 59
Table 4.8	Employees care and want to communicate with other employees when there are work problems 60
Table 4.9	Leaders are willing to listen and respond to employees who have work problems in the company 60
Table 4.10	Employees get support to interact, and discuss with fellow co-workers when completing work 61
Table 4.11	The company is willing to interact with employees when employees have problems completing work 61
Table 4.12	Messages conveyed to employees are quite accurate while working 62

Table 4.13	Employees try to respect the opinions of colleagues when they encounter difficulties at work	62
Table 4.14	Employees try to show a sense of togetherness in communicating	63
Table 4.15	Employees are comfortable when communicating with colleagues or leaders	63
Table 4.16	In working employees always have honesty with themselves, friends and leaders	64
Table 4.17	Employee honesty needs to be an important consideration in promotion	64
Table 4.18	Employees who have a good level of discipline always obey the procedures and regulations for promotion	65
Table 4.19	Employees who are well disciplined will be prioritized in giving promotions	65
Table 4.20	Employees have good performance in carrying out their duties and responsibilities	66
Table 4.21	Employees who have a good performance appraisal are eligible to be promoted	66
Table 4.22	Employee cooperation is needed in increasing the opportunity for promotion	67
Table 4.23	Cooperation is the main consideration in increasing the opportunity to get a promotion	67
Table 4.24	Employees who have a good level of skill and are always innovative get a greater chance of promotion	68
Table 4.25	Improve creativity, expertise, and better work skills so that they can be promoted by the leadership	68
Table 4.26	Employee loyalty needs to be considered in promotion activities.	69
Table 4.27	Promotion requires high loyalty from employees	69
Table 4.28	Employees who are able to lead their co-workers better will get better promotion opportunities	70
Table 4.29	Leadership is needed by employees in improving employee performance so that they are worthy of being promoted	70

Table 4.30	Communicative employees are easier to get promotion opportunities	71
Table 4.31	Communicative employees according to position placement when receiving promotions	71
Table 4.32	Employees have a diploma from formal education that is in accordance with the requirements for promotion	72
Table 4.33	The company places positions according to educational background	72
Table 4.34	Employees rarely make mistakes at work	73
Table 4.35	Employees managed to achieve the targets set by the company ..	73
Table 4.36	Employees are able to complete a number of tasks seriously and responsibly	74
Table 4.37	Employees can complete a number of jobs according to company time	74
Table 4.38	Employees always arrive at the office on time	75
Table 4.39	Employees have work discipline about punctuality	75
Table 4.40	Employee work efficiency exceeds employee standards in the company	76
Table 4.41	Employees can take advantage of existing resources and facilities in the company for maximum work results	76
Table 4.42	Employees are able to choose and see problems from a different perspective from other employees	77
Table 4.43	Employees have extensive knowledge that can help other employees in making decisions	77
Table 4.44	The Interval Class Communication and Employee Performance .	78
Table 4.45	The Interval Class Job Promotion	79
Table 4.46	Descriptive Statistic.....	79
Table 4.47	Communication (X1) Validity Test Results	80
Table 4.48	Job Promotion (X2) Validity Test Results	80
Table 4.49	Employee Performance (Y) Validity Test Results.....	81
Table 4.50	Reliability Test Result	81

Table 4.51	One Sample Kolmogorov Smirnov test.....	83
Table 4.52	Multicolinearity Test Results	84
Table 4.53	Multiple Linear Regression Results	86
Table 4.54	Coefficient of Determination Test Result.....	87
Table 4.55	t Test (Partial) Result.....	87
Table 4.56	F Test (Simultaneous) Result.....	88
Table 4.57	Validity Rating of Indicators of Communication (X1)	94
Table 4.58	Validity Rating of Indicators of Job Promotion (X2)	95
Table 4.59	Validity Rating of Indicators of Employee Performance (Y)	97



LIST OF APPENDICES

APPENDIX A	KUESIONER PENELITIAN.....	A-1
APPENDIX B	RESEARCH QUESTIONNAIRE.....	B-1
APPENDIX C	DATA OF RESPONDENT ANSWER FROM COMMUNICATION VARIABLE	C-1
APPENDIX D	DATA OF RESPONDENT ANSWER FROM JOB PROMOTION VARIABLE.....	D-1
APPENDIX E	DATA OF RESPONDENT ANSWER FROM EMPLOYEE PERFORMANCE VARIABLE.....	E-1
APPENDIX F	PRETEST DATA	F-1
APPENDIX G	SPSS OUTPUT RESULT.....	G-1
APPENDIX H	STATISTICAL TABLE	H-1

