

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



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SURABAYA

2017

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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

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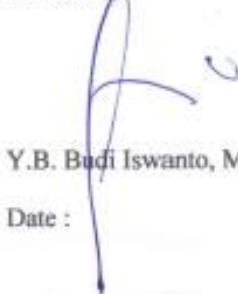
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FOREWORD

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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