

## ABSTRAK

Riska Amalia (1204216), “**Pengaruh Komunikasi Interpersonal dan *Emotional Intelligence* terhadap Komitmen Organisasi pada Karyawan PT Aneka Gas Industri Cabang Bandung**”. Di bawah bimbingan Dr. H. Syamsul Hadi Senen, M.M. dan Masharyono, A.P., S.Pd., M.M.

Komitmen organisasi masih menjadi pokok persoalan yang penting untuk diperhatikan oleh setiap perusahaan. Berdasarkan studi yang dilakukan *Hay Group* dan *Centre for Economics and Business Research* kepada 700 juta karyawan di 19 negara berbeda, jumlah karyawan *resign* di seluruh dunia akan mencapai 192 juta pada tahun 2018. *Michael Page Indonesia Employee Intentions Report*, mencatat terdapat 72% responden di Indonesia pada tahun 2015 memiliki minat untuk berganti pekerjaan dalam 12 bulan ke depan. Sebagaimana hal ini *turnover* yang terjadi mengindikasikan rendahnya komitmen karyawan terhadap perusahaan, salah satunya terdapat perusahaan di Indonesia yang mengalami hal tersebut, namun tidak menyurutkan niat bagi sebagian industri umumnya untuk tetap tumbuh dan terus berkembang khususnya pada industri gas yaitu PT Aneka Gas Industri Cabang Bandung. Penelitian ini bertujuan untuk memperoleh (1) gambaran komunikasi interpersonal, (2) gambaran *emotional intelligence*, (3) gambaran komitmen organisasi, (4) pengaruh komunikasi interpersonal terhadap komitmen organisasi, (5) pengaruh *emotional intelligence* terhadap komitmen organisasi, dan (6) pengaruh komunikasi interpersonal dan *emotional intelligence* terhadap komitmen organisasi. Metode yang digunakan adalah *explanatory survey* dengan teknik sampel yaitu *nonprobability sampling* menggunakan sampling jenuh yang berjumlah 30 responden. Teknik analisa data yang digunakan adalah regresi linier berganda dengan alat bantu *software* komputer *Statistical Product for Service Solutions (SPSS) 20.0 for windows*. Hasil temuan dalam penelitian ini menunjukkan bahwa gambaran komunikasi interpersonal dalam kategori baik, gambaran *emotional intelligence* dalam kategori cukup baik, gambaran komitmen organisasi dalam kategori cukup baik, dan komitmen organisasi dipengaruhi oleh komunikasi interpersonal dan *emotional intelligence*. Berdasarkan hasil penelitian ini, disarankan dalam segi komunikasi interpersonal perusahaan dapat meningkatkan empati diantara karyawan guna memperbaiki serta meningkatkan komitmen organisasi. Dalam segi *emotional intelligence* disarankan agar perusahaan dapat terus mendukung para karyawan untuk dapat meningkatkan dan mengembangkan *emotional intelligence* yang dimiliki dengan lebih saling mengenali emosi diantara karyawan. Sehingga diharapkan komunikasi interpersonal dan *emotional intelligence* perlu diperhatikan lebih lanjut oleh perusahaan dalam menunjang peningkatan komitmen organisasi pada karyawan.

**Kata kunci:** Komunikasi interpersonal, *emotional intelligence*, komitmen organisasi.

## **ABSTRACT**

*Riska Amalia (1204216), "The Effect of Interpersonal Communication and Emotional Intelligence on Employee Organizational Commitment on PT Aneka Gas Industri Cabang Bandung". Guidance of Dr. H. Syamsul Hadi Senen, M.M. and Masharyono, A.P., S.Pd., M.M.*

*Organizational commitment is an important issue that should be considered by any company. Based on studies conducted by Hay Group and the Centre for Economics and Business Research to 700 million employees in 19 different countries, the number of employees resign worldwide will reach 192 million by 2018. Michael Page's Indonesia Employee Intentions Report noted that 72% of respondents in Indonesia during 2015 have had an interest in changing jobs within those 12 months. The study indicates a lack of commitment between employees and their companies, as occurred in one of the company in Indonesia. However, this won't keep certain industries from enjoying continues growth especially apparent in the gas industry, namely PT Aneka Gas Industry, Bandung branch. This study aimed to obtain (1) the picture of interpersonal communication, (2) description of emotional intelligence, (3) a description of organizational commitment, (4) the effect of interpersonal communication on organizational commitment, (5) the effect of emotional intelligence on organizational commitment, and (6) the influence of interpersonal communication and emotional intelligence on organizational commitment. The method used is explanatory survey with a sample which is a nonprobability sampling technique which uses saturation sampling totaling 30 respondents. The data analysis technique used is multiple linear regression with computer software tools for Statistical Product Service Solutions (SPSS) 20.0 for windows. The outcome of this study indicate that the concept of interpersonal communication is under a good category, the concept of emotional intelligence is under a fair category, the concept of organizational commitment is under a fair category, and the organizational commitment is influenced by both interpersonal communication and emotional intelligence. Based on these results, it is suggested that in terms of interpersonal communication the company may increase empathy among employees in order to improve and enhance organizational commitment. In terms of emotional intelligence, it is suggested that the company can continue to support the employees in order to improve and develop the emotional intelligence which is earned by giving more affection on each other's emotion. So it is expected for the interpersonal communication and emotional intelligence to have a further observation by the company to support the enhancement of organizational commitment to the employees.*

***Keywords: Interpersonal communication, emotional intelligence, organizational commitment.***