

ABSTRAK

Penelitian ini bertujuan untuk mengetahui *Self-Efficacy* dan Motivasi Kerja terhadap Kinerja Karyawan melalui Komunikasi Interpersonal sebagai variabel intervening pada PDAM Kota Padang. Metode analisis data menggunakan kuesioner, dengan sampel 73 responden. Metode analisis data yang digunakan dalam penelitian ini adalah analisis *Outer Model*, *Average Variance Extracted* (AVE), Penilaian Reabilitas, dan Pengujian *Inner Model (Structural Model)* dengan menggunakan *SmartPLS* 3.0. Hasil penelitian menunjukkan bahwa *Self-Efficacy* berpengaruh secara positif dan signifikan terhadap Komunikasi Interpersonal. Terdapat pengaruh positif dan signifikan antara Motivasi Kerja terhadap Komunikasi Interpersonal. Tidak terdapat pengaruh positif dan signifikan antara *Self-Efficacy* terhadap Kinerja Karyawan. Tidak terdapat pengaruh positif dan signifikan antara Motivasi Kerja terhadap Kinerja Karyawan. Terdapat pengaruh positif dan signifikan antara Komunikasi Interpersonal terhadap Kinerja Karyawan. Terdapat pengaruh positif dan signifikan antara *Self-Efficacy* terhadap Kinerja Karyawan melalui Komunikasi Interpersonal sebagai variabel intervening pada PDAM Kota Padang. Terdapat pengaruh positif dan signifikan antara Motivasi Kerja terhadap Kinerja Karyawan melalui Komunikasi Interpersonal sebagai variabel intervening pada PDAM Kota Padang.

Kata kunci : *Self-Efficacy*, Motivasi Kerja, Kinerja Karyawan dan Komunikasi Interpersonal

ABSTRACT

This study aims to determine Self-Efficacy and Work Motivation on Employee Performance through Interpersonal Communication as an intervening variable at PDAM Padang City. The data analysis method uses a questionnaire, with a sample of 73 respondents. The data analysis method used in this study is outer Model analysis, Avarage Variance Extracted (AVE), Reliability Assessment, and Inner Model Testing (Structural Model) using SmartPLS 3.0. The results showed that Self-Efficacy has a positive and significant effect on Interpersonal Comunnication. There is a positive and significant effect between Work Motivation on Interpersonal Communication. There is no positive and significant effect between Self-Efficacy On Employee Performance. There is no positive and significant effect between Work Motivation on Employee Performance. There is a positive and significant effect between Interpersonal Communication On Employee Performance. There is a positive and significant effect between Self-efficacy on Employee Performance through Interpersonal Communication as an intervening variable at PDAM Padang City. There is a positive and significant effect between Work Motivation on Employee Performance through Interpersonal Communication as an intervening variable at PDAM Padang City.

Keywords : Self-Efficacy, Work Motivation, Employee Performance and Interpersonal Communication