

ABSTRACT

This research is motivated by the achievement of the performance of BNN employees in the South Tapanulis Branch who have not reached the target set by the organization. There are many factors that affect employee performance in an organization. The variables of communication and employee competence are suspected as the causative factors. The purpose of the study was to analyze and determine the effect of communication and competence on employee performance.

This research method uses quantitative causality method. The analysis technique used is descriptive and multiple linear regression, which was processed with IBM SPSS 25 software. The sampling technique used was saturated sampling because all members of the population were the research sample. Data collection techniques using a questionnaire with the number of respondents as many as 32 permanent employees.

The results showed that the communication variable was in the good category for the competence variable was in the good category and for the performance variable was in the very good category. The results of the regression analysis showed that the communication and competence variables partially had a significant effect on changes in employee performance levels. Simultaneously these two variables affect the performance. While the rest is influenced by other variables outside of this study.