

ABSTRACT

This study discusses the effectiveness of interpersonal communication between superiors and employees. The purpose of this study was to determine the level of effectiveness of interpersonal communication between superiors and employees at Bank Jambi. This study uses quantitative research methods. In this study, the authors make the superiors and employees of Bank Jambi as the population, then a sample of 115 people is taken using the convenience technique. This type of research is descriptive interpretive research, which discusses the problem with clear descriptions based on the ability of the researcher's understanding to express the intentions contained in the object of his research. The research method used is by distributing questionnaires to superiors and employees of Bank Jambi. Based on the research that has been done, it is found that the application of interpersonal communication that occurs between superiors and employees at Bank Jambi has been running quite effectively.

Keywords: Effectiveness, Interpersonal Communication, Communication between superiors and employee.