

ABSTRACT

Employee performance is the object of this study, which aims to identify and examine the effect of human relations and interpersonal communication on the performance of employees of PT Panin Bank Malang City Branch. This study used a quantitative approach and saturated sample, with a total of 50 employees, using a questionnaire analysis method and literature review. Descriptive analysis and multiple linear regression analysis are the analytical methods used.

With the descriptive analysis method there are human relations, interpersonal communication and employee performance which have been categorized as good, so the results of the study show that human relations and interpersonal communication have a partial and simultaneous effect on employee performance at PT Panin Bank Malang City Branch with a result of 55.4% while the remaining 44.6% as the rest are influenced by other factors not examined in this study.

Keywords: *Human Relations, Interpersonal Communication, Employee Performance*