

ABSTRACT

PT Telkom Indonesia (Persero) Tbk (Telkom) is a state-owned enterprise that runs on the scope of information and Communication Technology Services and telecommunications networks in Indonesia. Effective communication to improve employee performance must be realized in PT. Telkom Indonesia Enterprise Service Division with more contract employees than permanent employees. To measure and analyze employee performance, this study was conducted to optimize the flow of communication and improve employee performance to achieve better organizational goals. This study uses a type of quantitative research deductively designed causality method. Sampling is done with a representative for testing using the T test and coefficient of determination test. The results showed that the Enterprise Service Division of PT Telkom Indonesia has the opportunity to increase the flow of communication up and horizontally for non-organic employees. This study also indicates the importance of effective communication in improving the performance of non-organic employees in the work environment.

Keywords: Employee Performance, Enterprise Service, Organizational Communication, PT Telkom Indonesia