

ABSTRACT

Researcher takes title in this research about communication effect and interpersonal conflict to employees' performances with hard working as intervening variable (study at PT Seacon LNJ Terminal Surabaya). The aims of this research are a) to know that communication has positive effect and significance to employees' performances in PT Seacon LNJ Terminal b) to know that interpersonal conflict has negative effect to employees' hard working in PT Seacon LNJ Terminal c) to know that communication has positive effect and significance to employees' hard working in PT Seacon LNJ Terminal d) to know that interpersonal conflict has negative effect to employees' hard working in PT Seacon LNJ Terminal e) to know that employees' hard working has positive effect and significance to employees' performances in PT Seacon LNJ Terminal. Method of this research is gate analysis. Total population is 60 employees.

The results of this research are a) Communication variable shows that in communication variable partial effects positive and significance to employees' performance in PT Seacon LNJ Terminal. b) interpersonal conflict variable shows that in partial it effects negative and significance to employees' performance. c) hard working variable shows in partial that it effects positive and significance to employees' performances in PT Seacon LNJ Terminal d) Communication variable shows in partial that it effect positive and significance to employees' performances in PT Seacon LNJ Terminal e) conflict interpersonal variable shows in partial it effects negative and partial to employees' hard working in PT Seacon LNJ Terminal f) Communication variable show that a communication which is applied in PT Seacon LNJ Terminal is able to effect employees' hard working whether in direct or not. g) interpersonal conflict variable shows that effort of minimalizing of interpersonal conflict which is applied in PT Seacon LNJ Terminal is able to effect employees' performances directly or indirectly.

Keywords: Communication, Interpersonal Conflict, hard Working, Employees' performance