

OPTIMIZATION OF INTERPERSONAL COMMUNICATION AND WORK ENVIRONMENT FOR CAREER DEVELOPMENT AT PT. BALI REGIONAL DEVELOPMENT BANK, BADUNG BRANCH

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Abstract

In the current era of globalization, in a company career development is very important because doing career development can make a company more advanced and make the abilities of company employees increase and develop in doing a job. The career development process is influenced by several factors, including interpersonal communication and the work environment. Based on observations made at PT. Regional Development Bank Bali Badung Branch there are problems with career development that are influenced by interpersonal communication and the work environment. It is not uncommon to find problems related to communication within the company, both communication between superiors and subordinates, as well as co-workers. In addition, there are problems in the current working environment that are still not comfortable for employees, resulting in less than optimal performance in their duties. The existence of effective communication will facilitate employee activities at work and minimize the occurrence of miscommunication as well as a conducive work environment can increase employee performance optimally and on the contrary further enhance employee career development. Therefore, interpersonal communication and work environment are needed to support career development at PT. Regional Development Bank of Bali Badung Branch.

Keywords: Career Development, Interpersonal Communication, Working Environment.

INTRODUCTION

Company development can be assessed from employee career development to motivate and improve employee performance which is developed in employees. With career development, company goals and goals owned by employees will be achieved, thus causing the image and career within a company to rise. Career development used by agencies or institutions is inseparable from career planning. The process of career development is influenced by several factors including interpersonal communication and work environment.

The basic human activity is communication which plays a major role in a company and also has an impact on performance development. Interpersonal communication is communication that occurs between two or more people directly. Interpersonal communication is needed in employee career development to communicate to superiors or employees in developing themselves to the fullest so that the company can progress and achieve its goals. Solomon & Theiss (2013: 5) says that interpersonal communication connects people, where the

actions of one person affect and reflect the activities of other people. Interpersonal communication involves attention to the characteristics and environment that make the people who take part unique individuals.

One of the factors for developing a career for employees, companies must also pay attention to the work environment because it will affect employees when they work. The work environment in a company is very important for management to pay attention to because it can create employee performance and has a direct influence on employees in completing their work so that in the end it will improve the performance of a company. According to Sedarmayanti (2017), a work environment is a place for several groups in which there are several supporting facilities to achieve company goals by the company's vision and mission. Meanwhile, the work environment is a source of information and a place to carry out activities, so that good working conditions must be realized so that employees feel more at home and comfortable in the workspace to complete their work so that a high level of efficiency can be achieved (Nitisemito, 2014). If the company environment is comfortable, it will make employees work as well as possible and to the maximum extent possible in carrying out the tasks that have been given by the company in the hope of encouraging employees to develop themselves to the fullest.

Seeing the significant role of the BPD, the BPD must-have performance measurements that can guarantee the existence and performance growth of the BPD itself. Career development is also implemented by PT. Bali Regional Development Bank.

**Table 1. Company Employee Composition Based on Organizational Level Year
2020 – 2021**

No.	Level	2020	2021
1.	Division Head	10	11
2.	Division Deputy Head	7	7
3.	Head	48	52
4.	Sub-Division Head	84	82
5.	Head Section	203	207
6.	Officer	780	734
7.	Senior Executives	132	127
8.	Non-Permanent Employees	0	13
9.	Security	46	41
10.	Driver	17	15
Total		1327	1289

Source: Bank BPD Bali Annual Report 2021

The table above shows the number of career development in the composition of PT. The Regional Development Bank of Bali based on the level of organization in 2020 to 2021 will experience a decline that will affect work productivity.

Based on the results of observations made at PT. Bali Regional Development Bank Badung Branch, namely the existence of problems with career development that occur in the appointment of employees for a long time and in employee career development can also be

influenced by interpersonal communication and the work environment. Not infrequently also found problems related to communication within the company, both communication between superiors and subordinates, as well as co-workers. So, discussing communication is not easy, because it depends on the situation and conditions of the individual in its application. In addition, there are problems in the current working environment which is still not comfortable for employees, resulting in less than optimal performance of their duties. Therefore, the existence of interpersonal communication and a work environment is needed to support career development at PT. Bali Regional Development Bank, Badung Branch.

IMPLEMENTATION METHOD

The implementation method used in fieldwork practice is by carrying out observation activities or observations and surveys during fieldwork practice. In carrying out fieldwork practices, an approach is taken through some data collection as follows:

a) Observation

Observation activities are carried out to obtain a general description of the company and identify the problems faced by PT. Bali Regional Development Bank, Badung Branch.

b) Interview

Interview activities were conducted to obtain information obtained from employees of PT. Bali Regional Development Bank, Badung Branch. Interviews were conducted regarding how the workflow in the company.

c) Documentation

In the documentation, activities were carried out to collect data and then reviewed. Documentation is obtained in the form of pictures or photos, writing in the form of notes on daily activities in the form of reports and information that can support fieldwork practices at PT. Bali Regional Development Bank, Badung Branch.

d) Secondary Data

This method is carried out to retrieve data related to problems that exist in the company during fieldwork practices. The data obtained is sourced from the official website address of PT. Bali Regional Development Bank Badung Branch and several other supporting journal references.

RESULTS AND DISCUSSION

Based on observations during the fieldwork practice, there were several obstacles faced by the employees of PT. Bali Regional Development Bank Badung Branch which is related to the factors that influence employee career development, including being influenced by interpersonal communication and the work environment will have an impact on employee productivity and performance.

The existence of interpersonal communication as a bridge between employees and fellow employees and employees with leaders so that if the conditions for good interpersonal relations are present it will lead to positive responses towards leaders, responsiveness to personal and organizational needs, sensitivity to employee feelings, and willingness to share information. Ramaraju (2012) said that interpersonal communication is related and has an impact on all aspects of life. Interpersonal communication can increase a good sense of understanding and support among fellow communicants. It is this support provided by co-workers that are

expected to have a positive relationship and increase employee job satisfaction.

Muhammad (2011: 43) says that communication indicators are as follows:

1. Openness
2. Empathy
3. Support
4. Positiveness
5. Equality

The work environment is used as a place where employees carry out work activities so in a company, it is very important to pay attention to management because the work environment can have positive and negative impacts on employees in carrying out the tasks they carry out.

Siagian (2014: 59) says that the work environment in the company is divided into two dimensions, namely:

1. Physical Work Environment.

The physical work environment is all physical conditions that exist around the workplace and can affect employees. The physical work environment consists of several indicators, namely:

- a) Workplace Building
- b) Adequate Work Equipment
- c) Facilities
- d) Availability of means of transportation

2. Non-Physical Work Environment. The non-physical work environment is the creation of a harmonious working relationship between employees and superiors. The non-physical work environment consists of several indicators, namely:

- a) Peer-level relationships
- b) The relationship between superiors and employees
- c) Cooperation between employees

Meanwhile PT. Bali Regional Development Bank Badung Branch in implementing career development is a requirement that must be continuously developed in an employee to be able to motivate employees to improve their performance. According to Saydam in Kadarisman (2012: 341) says that one's career development needs to be done because someone who works in a company does not only want to get what he has today but also expects change, progress, opportunities given to him to advance to a higher level. taller and better. Everyone will feel bored working in the same place, always expecting there will be changes and guarantees that from time to time they will receive greater recognition from the organization or work environment.

Siagian (2015: 207) says that the various dimensions and indicators that need to be considered in career development are as follows:

1. Fair treatment in a career
2. The concern of immediate superiors
3. Information about various promotional opportunities
4. There is an interest in being promoted

5. Satisfaction level

Thus, optimizing interpersonal communication and the work environment is needed to support career development at PT. Bali Regional Development Bank, Badung Branch.

To develop an employee's career path, a job must also be accompanied by effective communication with superiors or co-workers, because good communication will certainly result in career development according to what is planned. According to Yulia S. Gunarsa (2008), to grow and improve interpersonal relationships, we need to improve the quality of communication. According to Gunarsa (2003). Interpersonal communication needs to be grown and improved by improving relationships and cooperation between various parties, including in educational institutions. So it can be concluded that interpersonal communication is needed to communicate with leaders or employees in a company so that employees can develop themselves to the fullest.

Whereas in the work environment according to Sutrisno (2015: 118) that the work environment is the entire work facility and infrastructure around employees who are doing work that can affect the implementation of work, including the workplace, facilities and work aids, cleanliness, lighting, calm, including the working relationship between the people in that place. Miller et al. (2001) stated that employees will survive if the organization provides and pays attention to the non-physical work environment, so employees will feel comfortable in the organization where they work. Ramlall (2003) suggests that emphasizing an organization needs to know the individual needs of employees because it will encourage commitment and provide a good work environment. So, it can be concluded that the work environment for an employee is one of the most important factors because it determines the success of an individual in career development the existence of a work environment can also affect employees at work because if the company environment is comfortable it will make employees work as well as possible. possible with the maximum possible results in carrying out the tasks that have been given by the company in the hope of encouraging employees to develop themselves.

In the problems that occurred at PT. Bali Regional Development Bank Badung Branch, as for solutions to problems related to interpersonal communication and the work environment for the career development of employees of PT. Bali Regional Development Bank Badung Branch as follows:

- a) It is better if the management of the company pays more attention to the delivery of information or orders that will be conveyed to employees so that employees can clearly understand what is conveyed by the leadership of the company. Effective communication will expedite employee activities at work and minimize the occurrence of miscommunication.
- b) The company should pay more attention to the work environment for employees because the work environment has a direct influence on the performance of employees in carrying out a job accompanied by a conducive work environment that can improve employee performance optimally and vice versa, if an inadequate work environment will result in reduce employee performance.
- c) The management further enhances employee career development because career development is oriented towards the development of the company in the future. Therefore, the benefits of career development will help achieve corporate and individual

goals to strengthen employee loyalty and relationships with the company so that the company's vision and mission will be achieved.

CONCLUSION

Based on the results of fieldwork practices carried out at PT. Bali Regional Development Bank Badung Branch it can be concluded that the process of career development can be influenced by several factors including interpersonal communication and work environment because basically the development of the company can be assessed from employee career development to motivate and improve employee performance which is developed in employees. With career development, company goals and goals owned by employees will be achieved, thus causing the image and career within a company to rise.

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