

ABSTRACTION

Title : The influence of Internal Communication and Working Environment to Employees Satisfaction at PT. Bank Tabungan Negara (Persero) Kantor Cabang Semarang
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Internal communication and working environment is one of the supporting factor to achieve the high employess satisfaction. If internal communication and working environment is good, employess satisfaction will be high. On the contrary, if internal communication and working environment is terrible, employess satisfaction will be low. The aim of this research is to know the influence between internal communication and working environment to employees satisfaction at PT. Bank Tabungan Negara (Persero) Kantor Cabang Semarang. The problem of this research is the changing of the decrease employees performance.

The type of this research is *explanatory research* that explain the relation between research variabels. The population is all the employess at PT. Bank Tabungan Negara (Persero) Kantor Cabang Semarang is 136. The number of this sampel is 101 employees. The sampel methode uses *proportionate stratified random* and the methode of data collection uses question, interview and library study. The question test uses validity and reliablity test, and the statistic test uses t and F test.

Based on the statistic calculate, can be known the simple linear regression between internal communication and employees satisfaction is $Y = 12,190 + 1,444 X_1$, means there are any influence between internal communication and employees satisfaction which is the value of b is positive. The simple linear regression between working environment and employees satisfaction is $Y = 15,991 + 1,145 X_2$, means there are any influence between working environment and employees satisfaction which is the value of b is positive. The influence of internal communication and working environment to employees satisfaction can be known by using double linear regression analysis. The calculation result is $Y = 2,017 + 1,185 X_1 + 0,886 X_2$. From that regression can be known that internal communication and working environment influence employess satisfaction which are value of b_1 and b_2 is positive.

Bank BTN Semarang should create internal communication better by adding the frecuency of coordination among the employees. Bank BTN Semarang should create the quality of facilities in office.