

The Effect of Interpersonal Communication on Gen Z Performance in the Work Environment

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1; 2; 3; 4; 5;

Abstract

Background - This research provides an explanation of the influence of interpersonal communication on the adaptation and performance of generation Z (Gen Z) in the work environment, where there are generational differences between coworkers and superiors. Gen Z who live in this modern era often face challenges in adjusting to different communication styles from older generations. And the purpose of this study (1) to provide objective information through the results of data provided directly to gen Z who work. (2) to provide a forum for the aspirations of generation Z to the generation above so that communication in the work environment can become more harmonious which makes the goal achievable. In this research method using quantitative methods, through surveys, data were collected by distributing questionnaires to sources. To collect data, a questionnaire was developed and distributed to Gen Z employees, covering aspects such as support from coworkers and superiors, comfort in communicating, and the importance of feedback.

Purpose - Can provide objective information and arguments generated on questionnaire data directly to generation Z who are working. As for other goals, it can provide a forum for the aspirations of generation Z to realize a harmonious work environment, so as to achieve common goals.

methodology - This research method uses a quantitative approach using a questionnaire as the main instrument or variable. With data results from 22 generation Z respondents who are currently working, with an approach to interpersonal communication, communication comfort, and feedback received. The qualitative method is also used to analyze the results of respondents' essay answers.

Findings - The findings of this scientific article, that interpersonal communication has a very significant influence on the performance of generation z in the workplace, and can improve the adaptation process. And support and feedback from coworkers or superiors can help Generation Z increase productivity in the workplace. There are differences in communication styles between generations, such as relaxed communication favored by generation Z and formal communication often carried out by generation X (millennials).

Originality - With this research, it can provide new thoughts and knowledge about the importance of interpersonal communication in the workplace on the productivity of performance at work, and the effectiveness of the content of messages conveyed between coworkers and superiors, who have cross-generational. As well as this research provides solutions to companies in maintaining communication harmony between generations, whose main focus is to support the work performance of generation Z.

Keywords: Performance; Working Relationships; Team Dynamics.
