

## **ABSTRACT**

*This study entitled "INTERPERSONAL COMMUNICATION FUNCTIONS IN IMPROVING THE PERFORMANCE OF EMPLOYEES IN THE DEPARTMENT OF CULTURE AND TOURISM OFFICE BANDUNG". The location of this research is done in Bandung.*

*The objective of this study was to determine how the function of empathy, supportive, positive attitude and similarity. Were conducted to determine the performance of an employee of a sub variables: the quality of work, timeliness, initiative, ability, and communication.*

*The method used is descriptive method, where this method is a study for mendeskriptifkan and interpret existing relationships, an ongoing process and that is happening, or situations at particular groups and is a form of study approaches and descriptive analysis because the study did not seek or explain the relationship, do not test the hypothesis, or make a certain prediction. The sampling technique used is the census that is part of propability Sample. The collection of data obtained from the study of literature, non-participant observation, interviews with Kasubbag Personnel Department of Culture and Tourism Bandung.*

*Based on the analysis and discussion of the obtained that interpersonal communication among employees is good is one contributing factor in improving the performance of employees in the work environment at the Department of Culture and Tourism Bandung. Employees are an important factor in an organization or institution. Therefore, all employees must have the ability to give you a boost of motivation or encouragement to employees for the purpose of all the activities in the Department of Culture and Tourism Bandung can be realized well.*

*As for the things that researchers suggest that better interpersonal communications in the Department of Culture and Tourism Bandung should be applied every day in the work environment so that no misunderstanding that occurred in the office. In addition, the employee further enhance the ability to make the conversation more informative, creative, and communicative. For a more motivated to work because the employees were responsive and alert spirit can pass on to other employees. And not just any employee but also head of the institution should be open to every employee.*