

**ANALISIS HUBUNGAN KEPERIBADIAN, KEPEMIMPINAN,  
DAN KOMUNIKASI DENGAN KINERJA ACCOUNT OFFICER  
PT. BANK RAKYAT INDONESIA (Persero) Tbk.  
(Studi Kasus Pada Bank BRI Cabang Jakarta Gatot Subroto)**

**Syntia Kumala Sari**

**Abstrak**

Tujuan yang ingin dicapai dalam penelitian ini adalah untuk memperbaiki kinerja Account Officer PT. Bank Rakyat Indonesia Khususnya Cabang Jakarta Gatot Subroto dengan metode statistic yakni menganalisis hubungan Kepribadian, Kepemimpinan, dan Komunikasi dengan kinerja Account Officer baik secara parsial maupun simultan. Penelitian ini adalah jenis korelasi atau *explanatory* yaitu mengkaji hubungan antar variabel. Jumlah sampel yang digunakan dalam penelitian ini adalah 40 orang diseluruh cabang BRI Jakarta Gatot Subroto dengan BRI Cabang Bursa Efek Jakarta. Untuk uji validitas dan reabilitas dipilih secara acak sebanyak 30 orang dari jumlah AO yang tersedia sebanyak 100 orang. Setelah dilakukan analisis terhadap hasil penelitian dan pengujian hipotesis penelitian, dapatlah ditarik kesimpulan sebagai berikut : terdapat hubungan positif kepribadian dengan kinerja Account Officer pada PT. Bank Rakyat Indonesia, dengan koefisien determinasi sebesar 56,7% dan nilai  $t_{hitung} (7,060) > t_{tabel} (2,334)$ . Terdapat hubungan positif kepemimpinan dengan kinerja Account Officer pada PT. Bank Rakyat Indonesia, dengan koefisien determinasi sebesar 66% dan nilai  $t_{hitung} (8,581) > t_{tabel} (2,334)$ . Terdapat hubungan positif komunikasi dengan kinerja Account Officer pada PT. Bank Rakyat Indonesia, dengan koefisien determinasi sebesar 62,4% dan nilai  $t_{hitung} (7,947) > t_{tabel} (2,334)$ . Terdapat hubungan positif kepribadian, kepemimpinan dan komunikasi secara simultan dengan kinerja Account Officer pada PT. Bank Rakyat Indonesia, dengan koefisien determinasi *adjusted* sebesar 78,8% nilai  $F_{hitung} (49,373) > F_{tabel} (2,866)$ .

**Kata Kunci:** Kepribadian, Kepemimpinan, Komunikasi, dan Kinerja

**ANALYSIS OF THE RELATIONSHIP BETWEEN  
PERSONALITY, LEADERSHIP, AND COMMUNICATION  
WITH THE PERFORMANCE OF ACCOUNT OFFICER  
AT “PT.THE BANK INDONESIA (Persero) Tbk.”  
(Case Study at Jakarta BRI Bank Gatot Subroto Branch)**

**Syntia Kumala Sari**

**Abstract**

Purpose of this research is to analyze the possibility of performance improvements of Accounting functions at PT. Bank Rakyat Indonesia Jakarta Branch GatotSubroto. To meet this objective a statistical methods was used. The approach adopted, was to study the relationship between personality, leadership, and communication capability as independent variables against the loan officer performance as the dependent variable. Partial relationship between each independent variable with the dependent one was tested, then combined with the simultaneous relationship to complete its significancy. The number of sample was 40 representing BRI GatotSubroto Branch Jakarta together with Stock Exchange. To test the validity and reliability 30 personnel were selected randomly out of a population of 100. After analyzing the results of research and research hypothesis testing, one can draw the following conclusion: there is a positive correlation with the performance personality Account Officer at PT. Bank Rakyat Indonesia, with a coefficient of determination of 56.7% and the value of  $t (7.060) > t$  table (2,334). There consisted a positive relationship with the leadership performance of Account Officer at PT. Bank Rakyat Indonesia, with a determination coefficient of 66% and the value of  $t (8.581) > t$  table (2,334) . There is a positive relation with the communication performance of Account Officer at PT. Bank Rakyat Indonesia, with a coefficient of determination of 62.4% where  $t (7.947) > t$  table (2,334). A positive relation also existed between personality, leadership and communication altogether simultaneously with the performance of Account Officer at PT. Bank Rakyat Indonesia, with a coefficient of determination of 78.8% adjusted Fhitung value (49.373) > F table (2.866). It can then be concluded that the hypothesis was significant proofed, and the highest role was taken by Leadership (66%). Management should place high attention and control on personality of the AO to improve and maintain high traits, in order to maintain an overall performance.

**Keywords:** Personality, Leadership, Communication, and Performance