

The Impact of Positive Interpersonal Relationships on Performance and Productivity in the Workplace

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Abstract: The purpose of this study is to find out that the interpersonal relationships that are forged by employees in the workplace will have a positive impact on performance and productivity in the workplace. The research method used is using qualitative methods. qualitative method is a method that focuses on understanding the problems that exist in social life. Researchers use qualitative methods through literature study. From the results of the descriptive analysis, it was found that there was a significant and positive influence on interpersonal relations with the performance and productivity of human resources in the workplace. This means that if employees have good interpersonal relationships, it will have a positive impact on their work performance and productivity.

Keywords: Interpersonal relationship, Performance, and Productivity

1 INTRODUCTION

In every organization, of course, every individual has a relationship with one another and always tries to help each other in carrying out their activities with the aim of increasing performance and productivity in each division in the workplace. Interrelatedness between employees is also needed in an organization, for that positive interpersonal relationships can affect performance and productivity in the workplace. According to Robbins (2002) interpersonal relationships are interactions between individuals and other people in work situations and within organizations as motivation to work together productively, so that economic, psychological, and social satisfaction is achieved (Rahman & Siswanto, 2021). The interpersonal relationships that individuals have at work will provide benefits for performance and at the same time productivity at work. According to Rivai (2008) performance is the willingness of a person or group of people to carry out an activity and perfect it in accordance with their responsibilities with the expected results (Rahman & Siswanto, 2021). According to Hasibun (2012) work productivity is a comparison between output (results) and input (Narpati et al., 2020). Work productivity can increase if there is an increase in efficiency and there is a work system made by the company. Interpersonal relationships at work will have a positive impact on employee performance and productivity. This is in line with research conducted by Gunawan D. A (2008) which states that there is an influence between Interpersonal Relations on employee performance with a T-statistic of $8.426536 > 1.96$. This means that the better the interpersonal relations, the higher the level of employee performance at PT Mitra Surya Persada (Gunawan et al., 2018).

Based on the first paragraph that has been described, the writer is interested in conducting research on "The Impact of Positive Interpersonal Relations on Performance and Productivity in the Workplace". The thing that distinguishes the research that the author will examine from previous studies that already exist is that the writer is currently not only focused on interpersonal relationships with performance, but the impact of interpersonal relationships on performance and productivity in the workplace. The purpose of this study is to find out that the interpersonal relationships that are forged by employees in the workplace will have a positive impact on performance and productivity in the workplace.

2 MATERIALS AND METHODS

In this study, researchers used qualitative methods. Qualitative methods are methods that focus on understanding problems that are in social life. Qualitative research methods are research methods based on the philosophy of postpositivism (Abdussamad, 2021). So that the approach taken in research is to use humans as instruments (Anggito & Setiawan, 2018). According to Fadli (2021) qualitative research is research conducted to examine more deeply the phenomena that occur in human life. Researchers use qualitative methods through literature studies. According to Darmalaksana (2020) this literature study qualitative research focuses on literature sources that come from journal articles, books, e-books, or other reference sources. There are several stages that need to be known including the following (Darmalaksana, 2020): 1.) search for sources as study material in research; 2.) classify based on the focus of the research being conducted; 3.) manage data or references that have been classified; 4.) interpret the data or sources that have been obtained; 5.) provide conclusions from the studies that have been carried out based on the data or sources.

3 RESULTS

Positive interpersonal relationships include mutual understanding, cooperation, support, and effective communication between individuals. When interpersonal relationships within a team or organization are good, this can have a positive impact on performance and productivity. The results of the research based on a review of several studies regarding the effect of interpersonal relationships on performance and productivity indicate that there is a positive and significant influence between these variables. The following is a table of related article review results:

No.	Title	Researcher	Objective	Method	Result
1.	The Influence of Interpersonal Relationships, Work Environment, and Emotional Intelligence on Employee Performance at the Regional General Election Commission (KPUD) Office of Parigi Moutong Regency	ABD Rahman dan Hendra Siswanto	to find out and analyze the effect of interpersonal relationships, work environment and emotional intelligence on the performance of employees of the Regional General Election Commission (KPUD) Office of Parigi Moutong Regency.	This study uses a quantitative approach with proportional random sampling method	There is a positive and significant influence between interpersonal relationships and performance. This means that the higher the interpersonal relationship, the higher the employee's performance. Interpersonal relationship factors consisting of mutual respect, loyalty and tolerance to one another, an open attitude, the existence of familiarity within the organization can improve employee performance so that it can improve employee work results.
2.	The Influence of Interpersonal Relations, Work Environment, and Perceived Organizational Support on Work Motivation and Employee	Delvin Alexasander Gunawan, Dr.Hj.Siti Mujanah, Dr. Murgiyanto	To analyze the effect of interpersonal relationships, work environment, perceived organizational support on work	This study used a quantitative approach with an explanatory causal method	There is an influence between Interpersonal Relations on employee performance with a T-statistic of $8.426536 > 1.96$. This means that the better the interpersonal relations, the higher the level of employee

	Performance at PT Mitra Surya Persada		motivation and employee performance.		performance at PT Mitra Surya Persada. The ability to build and maintain mutually satisfying relationships, which are characterized by familiarity and mutual giving and receiving affection can increase trust or self-confidence among employees so that it will affect the improvement of employee performance.
3.	The Effect of Work Fatigue and Superior and Subordinate Relations on Employee Productivity	Maulid Sidiq	to determine the effect of job burnout and interpersonal relationships between superiors and subordinates on Employee Productivity at PT. PC	This study uses a quantitative approach with simple random sampling method	The results of this study indicate that the lower the employee's superior-subordinate relationship, the lower the level of employee productivity. Interpersonal relationships between superiors and subordinates will affect daily activities. The relationship between superiors and subordinates always involves a leader's efforts to influence the behavior of a follower in a situation within a company in order to increase work productivity.
4.	The Influence of Interpersonal Relationships on KSPPS Employee Productivity Nurinsani	Gugun Faisal, Gildha Pasha Danisa	to test the effect of interpersonal relationships between co-workers on the work productivity of KSPPS Nurinsani West Java area 4 employees.	This research uses a quantitative approach and this research uses an associative method	Good interpersonal relationships between fellow employees are one of the success factors in improving employee performance, which is known to also affect work productivity owned by employees and the productivity of the company.

In research involving interpersonal relationships in the workplace, it has been found that performance and productivity increase when positive interpersonal relationships are established. This influence can be explained through mechanisms such as increased collaboration, better communication, motivation, and a positive work environment.

4 DISCUSSIONS

Interpersonal relationships have been proven to have a positive impact on performance and productivity by previous studies. The better the interpersonal relationship of an individual with co-workers and also with the leader, it will affect the performance and productivity of the individual. Interpersonal relationships can be interpreted as relationships between individuals with other individuals, both formal and non-formal in various work situations with the aim of developing a sense of happiness and satisfaction, as well as activities to improve performance and develop more productive and satisfying results (Rahman & Siswanto, 2021).

Positive interpersonal relationships encourage open, honest, and effective communication between colleagues. Good communication minimizes misunderstandings and conflicts, enabling clear and timely delivery of relevant information and feedback. This helps ensure that tasks and responsibilities are well understood, and allows for better coordination in achieving common goals. When individuals feel valued, supported, and have positive interpersonal relationships with colleagues or superiors, they tend to feel more motivated. Mutual respect and mutual support creates a pleasant work environment and builds trust. This can increase an individual's intrinsic motivation, which in turn can affect their performance and productivity.

In addition, positive interpersonal relationships can also help reduce stress levels at work. When individuals feel supported and have strong social support from colleagues, they can cope better with challenges and pressures. This stress reduction can have a positive impact on an individual's well-being and performance, as they are able to focus on the tasks at hand without distraction from excessive emotional stress.

In conducting research, researchers have difficulty finding data. This is due to the lack of available data and the lack of relevant journals in accordance with the study program so that researchers have difficulty interpreting and analyzing existing research.

5. CONCLUSIONS.

Interpersonal relationships are a form of interrelationship between employees in an organization. Positive interpersonal relationships can support the performance and productivity of employees. The meaning of performance itself is an activity carried out individually or in groups to achieve and perfect these goals. Meanwhile, productivity is the comparison between results and inputs that have been done. Through literature studies conducted by researchers by collecting data through literature sources derived from journal articles, books, e-books, or other literature sources.

Based on the results of previous studies, it can be seen that there is an influence of interpersonal relationships on individual performance and productivity. Some studies also say that good interpersonal relationships will cause interrelationships between employees and encourage more effective and honest communication. Which means that more effective communication can help employees to understand the information provided properly and avoid conflicts due to the absence of two-way communication. Other studies also mention that positive interpersonal relationships can help employees reduce stress levels in the company.

Through the results of research that has been conducted and supported by previous research, the discussion in this research shows that there is an impact of interpersonal relationships on performance and productivity in the workplace.

ACKNOWLEDGEMENTS

The author would like to thank the Higher Education Guidance Lecturer for the article template and the team for their support in participating in this scientific activity. The authors also thank the early researchers for their helpful discussion. In this regard, we also apologize if there are errors or deficiencies in the writing of this literary work.

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