

ACTANOVA DIGITAL ARCHIVE

OPEN ACCESS SCHOLARLY PRESERVATION & PERMANENT REPOSITORY

Peningkatan kinerja instansi melalui efikasi diri dan komunikasi interpersonal serta kerjasama tim sebagai pemediasi pada badan pengelola pajak dan retribusi daerah kota Medan

Authors: Attyka Dewi Tri W, H. M. Hermansyur, Annisha Suvero Suyar

Journal: Insight Management Journal - Vol. 1 No. 3 (2021)

Publisher: Forum Kerjasama Pendidikan Tinggi

Persistent DOI: <https://doi.org/10.47065/imj.v1i3.70>

Archived & Retrieved via ActaNova Gateway on: 20 October 2026, 20:57 UTC

DIGITAL PRESERVATION & ARCHIVAL INTEGRITY STATEMENT

This PDF is an authentic, preserved digital version of a peer-reviewed scholarly manuscript deposited into the ActaNova Archival Network. ActaNova guarantees long-term bitstream preservation, cryptographic checksum integrity, and uninterrupted global discovery under Open Archives Initiative Protocol (OAI-PMH) and Google Scholar metadata harvesting.

HOW TO CITE THIS RECORD:

Attyka Dewi Tri W, H. M. Hermansyur, Annisha Suvero Suyar. "Peningkatan kinerja instansi melalui efikasi diri dan komunikasi interpersonal serta kerjasama tim sebagai pemediasi pada badan pengelola pajak dan retribusi daerah kota Medan". Insight Management Journal, Vol. 1 No. 3 (2021). DOI:...

ActaNova Journal Metadata Preservation & Discovery Service

Media Digital Publikasi Indonesia

National Open Science & Long-Term Digital Repository Infrastructure

Bitstream Storage Verified | OAI-PMH Compliant | Crossref & DOAJ Compatible

Permanent Archival Node: <https://actanova.mediadigitalpublikasi.com/journals>

Peningkatan kinerja instansi melalui efikasi diri dan komunikasi interpersonal serta kerjasama tim sebagai pemediasi pada badan pengelola pajak dan retribusi daerah kota Medan

Attyka Dewi Tri W, H. M. Hermansyur, Annisha Suvero Suyar

DOI: <https://doi.org/10.47065/imj.v1i3.70>

ABSTRACT

This study aims to determine the effect of self-efficacy and interpersonal communication on team collaboration at the Medan City Tax and Retribution Management Agency partially. This is to find out whether organizational support moderates the effect of self-efficacy and interpersonal communication on improving agency performance in the Medan City Regional Tax and Retribution Management Agency. The total population in this study amounted to 249 people, and using the Slovin formula obtained a sample of 153 people. The analysis technique used is multiple linear regression. The results showed that self-efficacy had a significant effect on the performance of agencies in the Medan City Regional Tax and Retribution Management Agency. Interpersonal communication has a significant effect on the performance of agencies in the Medan City Regional Tax and Retribution Management Agency. Self-efficacy has no effect on teamwork at the Medan City Regional Tax and Retribution Management Agency. Interpersonal communication has a significant effect on teamwork at the Medan City Regional Tax and Retribution Management Agency. Teamwork has no effect on the performance of agencies in the Medan City...

Keywords: Self-efficacy, interpersonal communication, increasing agency performance, teamwork