

**ABSTRAK****PERAN KOMUNIKASI LISAN DALAM MEMEDIASI PENGARUH  
BUDAYA INDIVIDUAL DAN KARAKTERISTIK INDIVIDU TERHADAP  
KENYAMANAN KERJA PSIKIS**

Studi Kasus pada Karyawan Tetap Telkomsel Area IV Pamasuka  
Makassar, Sulawesi Selatan

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Penelitian ini bertujuan untuk mengetahui apakah: 1) budaya individual mempengaruhi karakteristik individu karyawan secara positif, 2) budaya individual mempengaruhi kenyamanan kerja psikis karyawan secara negatif, 3) karakteristik individu mempengaruhi kenyamanan kerja psikis karyawan secara positif, 4) budaya individual mempengaruhi komunikasi lisan karyawan secara positif, 5) karakteristik individu mempengaruhi komunikasi lisan karyawan secara positif, 6) komunikasi lisan mempengaruhi kenyamanan kerja psikis karyawan secara positif, 7) karakteristik individu memediasi pengaruh budaya individual terhadap komunikasi lisan, 8) karakteristik individu memediasi pengaruh budaya individual terhadap kenyamanan kerja psikis, 9) komunikasi lisan memediasi pengaruh budaya individual terhadap kenyamanan kerja psikis, 10) komunikasi lisan memediasi pengaruh karakteristik individu terhadap kenyamanan kerja psikis pada karyawan tetap Telkomsel Area IV Pamasuka, Makassar, Sulawesi Selatan. Teknik pengambilan sampel menggunakan *simple random sampling*. Data diperoleh dengan membagikan kuesioner tentang budaya, karakteristik individu, komunikasi lisan, dan kenyamanan kerja psikis kepada 110 responden. Teknik analisis data dalam penelitian ini adalah *Partial Least Square* menggunakan aplikasi WarpPLS6.0.

Hasil penelitian menunjukkan bahwa: 1) budaya individual mempengaruhi karakteristik individu karyawan secara positif, 2) budaya individual tidak mempengaruhi kenyamanan kerja psikis karyawan secara negatif, 3) karakteristik individu mempengaruhi kenyamanan kerja psikis karyawan secara positif, 4) budaya individual mempengaruhi komunikasi lisan karyawan secara positif, 5) karakteristik individu mempengaruhi komunikasi lisan karyawan secara positif, 6) komunikasi lisan mempengaruhi kenyamanan kerja psikis karyawan secara positif, 7) karakteristik individu memediasi pengaruh budaya individual terhadap komunikasi lisan, 8) karakteristik individu memediasi pengaruh budaya individual terhadap kenyamanan kerja psikis, 9) komunikasi lisan memediasi pengaruh budaya individual terhadap kenyamanan kerja psikis, 10) komunikasi lisan memediasi pengaruh karakteristik individu terhadap kenyamanan kerja psikis pada karyawan tetap Telkomsel Area IV Pamasuka, Makassar, Sulawesi Selatan.

Kata kunci: Budaya Individual, Karakteristik Individu, Komunikasi Lisan, Kenyamanan Kerja Psikis.

## ABSTRACT

### **THE ROLE OF ORAL COMMUNICATION IN MEDIATING THE INFLUENCE OF INDIVIDUAL CULTURE AND INDIVIDUAL CHARACTERISTICS ON PSYCHIC WORKING COMFORT**

A Study Case on Permanent Employees at Telkomsel Area IV Pamasuka  
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This study aims to determine whether: 1) individual culture positively affects individual characteristics of the employees, 2) individual culture negatively affects psychic working comfort of the employees, 3) individual characteristics positively affects psychic working comfort of the employees, 4) individual culture positively affects oral communication of the employees, 5) individual characteristics positively affects oral communication of the employees, 6) oral communication positively affects the psychic working comfort of employees, 7) individual characteristics mediate individual culture influences on oral communication, 8) individual characteristics mediate individual culture influences on psychic working comfort, 9) oral communication mediates individual culture influences on psychic working comfort, 10) oral communication mediates individual characteristics' influences on psychic working comfort of permanent employees in Telkomsel Area IV Pamasuka, Makassar, South Sulawesi. The sampling technique applied was simple random sampling. Data were obtained by distributing questionnaires about culture, individual characteristics, oral communication, and psychic work comfort to 110 respondents. The data analysis technique in this research was Partial Least Square using the WarpPLS 6.0.

The results showed that: 1) individual culture positively affects individual characteristics of the employees, 2) individual culture does not negatively affect psychic working comfort of the employees, 3) individual characteristics positively affect psychic working comfort of the employees, 4) individual culture positively affects oral communication of the employees, 5) individual characteristics positively affect oral communication of the employees, 6) oral communication positively affects the psychic working comfort of employees, 7) individual characteristics mediate individual culture influences on oral communication, 8) individual characteristics mediate individual culture influences on psychic working comfort, 9) oral communication mediates individual culture influences on psychic working comfort, 10) oral communication mediates individual characteristics influences on psychic working comfort of permanent employees in Telkomsel Area IV Pamasuka, Makassar, South Sulawesi.

**Keywords:** Individual Culture, Individual Characteristics, Oral Communication, Psychic Working Comfort.