

WORK-EFFICACY AND ANXIETY COMMUNICATION ON RESTAURANT AT YOGYAKARTA

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ABSTRAK

This study aims to determine the relationship between self-efficacy and communication anxiety in restaurant waitresses. The study involved 50 restaurant servants, consisting of 33 men and 17 women. The measuring instrument used in this study is the self-efficacy scale developed by researchers based on Bandura's (1997) theory and the communication anxiety scale developed by researchers based on McCrosky's (1986) theory. The results of this data analysis using SPSS 16.0 which shows that there is a significant negative relationship between self-efficacy and communication anxiety of 18,4% ($r = -0.429$, $p = 0.002 < 0.05$). These results indicate that there is a significant negative relationship between self-efficacy against communication anxiety in restaurant servants

Keywords: Work-efficacy, Communication Anxiety, Waiter, Restaurant