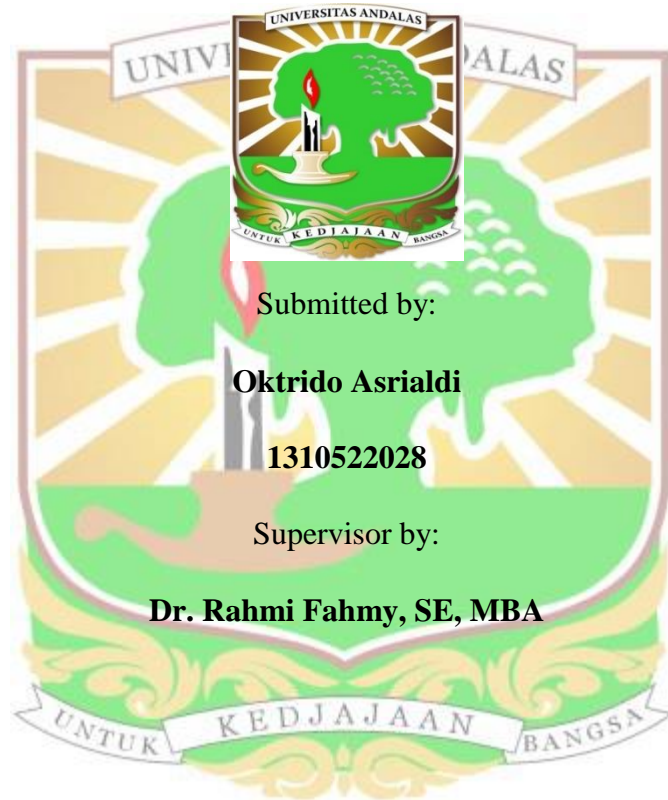


**THE RELATIONSHIP BETWEEN INTERPERSONAL TRUST, EMPLOYEE  
SATISFACTION AND EMPLOYEE LOYALTY**

**(Case Study: Head Office of Bank Nagari)**

**THESIS**

Thesis is Submitted as Partial of the Requirement for a Bachelor Degree  
in Management Department – Faculty of Economic



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**THE RELATIONSHIP BETWEEN INTERPERSONAL TRUST, EMPLOYEE SATISFACTION AND EMPLOYEE LOYALTY : HEAD OFFICE OF BANK NAGARI**


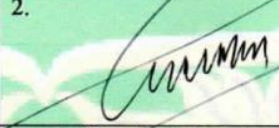

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**ABSTRACT**

This research aims to discuss the relationship between Interpersonal Trust, Employee Satisfaction and Employee Loyalty in a company. Interpersonal trust is one of the factor that effects employee satisfaction as well as the employee satisfaction effects the employee loyalty. The sample is 155 Samples and using non probability sampling with the Employees of Head Office of Bank Nagari who still actively working in Bank Nagari. Questionnaire was utilized in gathering information from the respondent and were analyzed using the Smart PLS 3.0 version. Result of this Research showed that Interpersonal Trust has a significant influence on Employee Satisfaction and Employee Satisfaction has a Significant influence on Employee Loyalty.

**Keywords:** Interpersonal Trust, Employee Satisfaction, Employee Loyalty, Trust in Peers, Trust in Management

This thesis already examined and passed on January 17th, 2019. This abstract already approved by supervisor and examiners:

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