

THE INFLUENCE OF INTERPERSONAL COMMUNICATION SKILLS, SELF-EFFICACY, AND PUBLIC PERCEPTION TOWARDS THE GLASS CEILING PHENOMENON

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ABSTRACT

The purpose of this quantitative research study is to determine the influence of Interpersonal Communication Skills, Self-Efficacy, and Public Perception towards The Glass Ceiling Phenomenon. There are four hypotheses in this study, 1. H1: There is no influence of interpersonal communication skills towards the glass ceiling phenomenon. 2. H2: There is an influence of self-efficacy towards the glass ceiling phenomenon. 3. H3: There is an influence of public perception towards the glass ceiling phenomenon. and 4. H4 There is a simultaneous influence of interpersonal communication skills, self-efficacy, and public perception towards the glass ceiling phenomenon. This study involved 189 respondents who matched the criteria of respondents needed by the researcher. The sampling technique used is convenience sampling. The results of this study show that the independent variables can have an effect of 0.822 or 82.2% towards the dependent variable. In addition, interpersonal communication skills have a negative influence towards the glass ceiling phenomenon of 0.047 or 4.7%, self-efficacy has an influence towards the glass ceiling phenomenon of 0.628 or 62.8%, and public perception influences 0,257 or 25.7% on work pressure.

KEYWORDS *Interpersonal Communication Skills; Self-Efficacy; Public Perception; Glass Ceiling Phenomenon*



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INTRODUCTION

Globalization has changed the world, it provides opportunities for women to be able to get the same rights as men. However, according to Singh & Kumari (2022), globalization cannot eliminate the gender gap. There are still many cases of gender disparity that befell women, one of them is the Glass Ceiling Phenomenon.

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The Glass Ceiling phenomenon is a phrase that was first uttered by Marilyn Loden in her speech in 1978, where the Glass Ceiling is a picture of an invisible barrier for women in the process of advancement and career development (Banu, 2022). This phenomenon makes women have little opportunity to reach a higher position. Ironically, equal abilities between women and men do not give women equal opportunities to occupy high positions (Merang, 2015). While, in education, women are stated to be superior to men.

The occurrence of the Glass Ceiling phenomenon has variations. In America, African-American women still receive different treatment in pursuing career development (Carter & Peters, 2016). In Malaysia, women experience a sizable gap in getting promotions for positions (Abidin et al., 2009). Women in Nigeria experience career difficulties because the patriarchal culture is still thick there (Jaiyeola, 2020). The same thing also happens in India where feminism or patriarchal culture is one of the supporting factors for the Glass Ceiling phenomenon (Patwardhan et al., 2016).

Related to Carapinha (2013), a common aspect of the occurrence of the Glass Ceiling phenomenon in organizations or other sectors is the culture and societal schemes of the dimensions of patriarchal culture (Carapinha, 2013). According to Cotter et al (2001), 4 aspects become special characteristics of the glass ceiling phenomenon are gender differences that are not explained by employee characteristics that are relevant to the job, gender or racial differences are greater in high positions than in lower positions, gender inequality in providing opportunities to advance careers to higher positions, and there is increased gender inequality during careers.

According to Choi et al. (2014), Asian countries still have a strong patriarchal culture. Therefore, Indonesia has a big potential for the Glass Ceiling phenomenon to occur. In one of the hotels in Surabaya, female workers still experience difficulties in getting a better career path (Halim et al., 2019). Then, the dominance of women's involvement in the Medan City Civil Servants is also not yet visible at high-level positions (Nasution et al., 2022). This phenomenon also occurs in PT. Angkasa Pura I Juanda (Saragih, 2022) and IAIN Palopo (Andi, 2020).

The Glass Ceiling phenomenon disrupts women's interpersonal communication, negatively impacts their career performance, and psychologically affects their abilities. It leads to feelings of inferiority, and self-efficacy. Seeing the many negative impacts that the glass ceiling phenomenon has on women, it is necessary to find a solution to break the glass ceiling phenomenon.

The previous study, Muslim & Perdhana (2017) found that the glass ceiling phenomenon occurs due to six factors, namely human factors, organizational factors, social role factors, interaction factors, human capital factors, and preference factors. Among these six factors, there is interpersonal communication as an interaction factor, self-efficacy as a human factor, and public perception as a social factor.

According to (Effendy, 2011), interpersonal communication is a type of communication that occurs directly between message senders and message recipients. There are 5 aspects of interpersonal communication are openness, empathy,

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supportive attitude, positivism, and equality. Openness is the inner desire to open oneself to interacting with others (DeVito, 2014). Interpersonal communication will be effective if requires several factors namely mindfulness, cultural sensitivity, other orientation, openness, metacommunication, flexibility, expressiveness, empathy, supportiveness, equality, and interaction management (DeVito, 2015). Five dimensions have a positive significant effect on interpersonal communication on one's performance namely openness, empathy, support, positive feelings, and equality (Fatmasari & Adha, 2022).

In addition, the increase in the Glass Ceiling Phenomenon can reduce expectations for the results that individuals can provide, so that the self-efficacy of individuals also decreases (Guerrero & Richards, 2015). Albert Bandura (1986) defines self-efficacy as a belief in an individual's strengths or abilities for success by carrying out certain behaviors (Bindu, 2016). Self-efficacy has 3 aspects that are levels; which relate to the difficulty of the tasks carried out by individuals, strength; individual beliefs in estimating performance, and generality; which relates to the abilities and beliefs that individuals have in carrying out tasks (Bandura, 1986). According to cognitive theory by Albert Bandura (1986), 4 factors affect the increased self-efficacy in individuals, namely self-experience, other people's experiences, verbal persuasion, and physiological factors.

Another aspect affected by the Glass Ceiling phenomenon is public perception, opinions, or beliefs held by many people based on what appears (Elitas, 2022). Public perception is defined as a response to a group of individuals who interact with each other due to similarities in values, norms, and customs that are obtained through what is felt by the five senses continuously (Alaslan, 2021). Public perception is divided into two types, macro (large scale) and micro (small scale). According to Ayuningtyas (2012), the two factors that influence public perception are internal factors (education, age, attitude, experience, and attention) and external factors (job status, cultural values, and interests). There are six dimensions in the perception put forward by Abu Ahmadi are cognitive; knowledge and trust, affective: individual feelings, conative; individual actions such as behaviors, cooperation; cooperation for the same purpose, solidarity; tend to act as a result of paying attention, and temperance; behaviour of mutual respect between individuals (Arifin, 2015).

Based on the description above, the researcher wants to see The Influence of Interpersonal Communication Skills, Self-Efficacy, and Public Perception towards the Glass Ceiling Phenomenon.

Therefore, the researcher constructs the following questions: 1. Are interpersonal communication skills, self-efficacy, and public perception simultaneously and partially able to influence the Glass Ceiling phenomenon? 2. Which of the three variables, namely interpersonal communication skills, self-efficacy, and public perception, has more influence on the Glass Ceiling phenomenon?

Based on the above research questions, the objectives of this research are formulated as follows: 1. To find out the influence of interpersonal communication skills, self-efficacy, and public perception simultaneously and partially towards the Glass Ceiling phenomenon. 2. To find the most significant influence of the three variables, namely interpersonal communication skills, self-efficacy, and public perception towards the Glass Ceiling phenomenon.

RESEARCH METHOD

This research is quantitative research using a causal-comparative approach. This research will look at the influence between the independent variables and the dependent variable. The following is a research framework that will be used in this study:

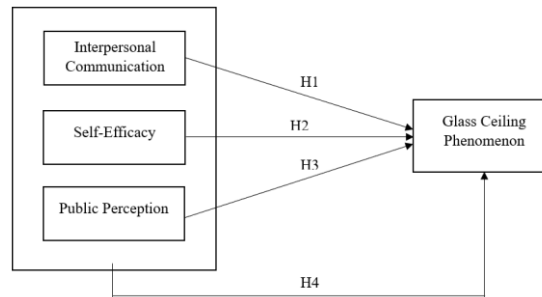


Figure 1. Research Framework

The hypotheses for the problem in this study are:

H1: There is an influence of interpersonal communication skills towards the glass ceiling phenomenon.

H2: There is an influence of self-efficacy towards the glass ceiling phenomenon.

H3: There is an influence of public perception towards the glass ceiling phenomenon.

H4: There is an influence of interpersonal communication skills, self-efficacy, and public perception towards the glass ceiling phenomenon.

In this study, the research population includes all women in the community with the following characteristics of sample:

1. Female gender.
2. Experience in the glass ceiling phenomenon.
3. Working in private or government agencies for 2 years or more.

The sample size is in the formula below:

Equation 1. Sample Size

$$n = 4 \times Q$$

Note:

n = Total of Samples

Q = Total Questions

Based on this formula, the 42 questions multiplied by 4, the researcher will use at least 168 respondents. The questionnaires consisted of 10 items for interpersonal communication skills, 9 items for self-efficacy, 13 for public perception, and 10 items for the glass ceiling phenomenon. The questions in the questionnaire will be divided into 2 parts the first part is the personal information and the second part

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is questions related to the information needed by the research. The sampling technique that will be used is nonprobability sampling, namely convenience sampling.

This study will use a statistical program, namely the Statistical Package for Social Sciences (SPSS) to test and analyze data. The methods used are the Pre-test (validity and reliability) method, the Classical Assumptions Test (Normality test, Heteroscedasticity test, and Multicollinearity test), and Multiple Regression Analysis. Researchers will test the validity using the Pearson product-moment correlation test in SPSS software and test the reliability using SPSS with the formula Cronbach Alpha Coefficient.

The hypothesis testing technique of the study will use multiple linear regression with a T-test to see the effect of the independent variable on the dependent variable partially and an F-test to see the effect of the independent variable on the dependent variable simultaneously.

RESULT AND DISCUSSION

This research uses the adaptation method. These questions were the result of adaptations from previous studies that were valid and reliable. Questions related to interpersonal communication were adapted from research entitled “Pengaruh Komunikasi Interpersonal dan Motivasi Terhadap Kinerja Pegawai Kecamatan Cikarang Pusat Kabupaten Bekasi” (Yulianti, 2019). Questions related to Self-Efficacy are an adaptation of research entitled “Pengaruh Self-Efficacy dan Work-Family Conflict Terhadap Kepuasan Kerja Pada Pegawai Wanita (Studi Pad Dinas Kesehatan Kabupaten Kampar)” (Hadaina, 2020). Questions related to Public Perception were adapted from previous research entitled “Pengaruh Pengetahuan Agama dan Persepsi Masyarakat Terhadap Minat Wakaf Uang Di Kabupaten Bi-reuen” (Hikmah, 2021). Questions related to the Glass Ceiling Phenomenon are adaptations of research entitled “Pengaruh Glass Ceiling Terhadap Pengembangan Karier Perempuan (Studi Aparatur Sipil Negara Institut Agama Islam Negeri Palopo)” (Andi, 2020).

The normality test in this study with the following result:

		Unstandardized Residual
N		189
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.41256306
Most Extreme Differences	Absolute	.064
	Positive	.064
	Negative	-.045
Test Statistic		.064
Asymp. Sig. (2-tailed)		.057 ^c

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Figure 2. Normality Test Result

The data above shows the normality test is normal. It can be seen from the significance value is $0.057 > 0.05$.

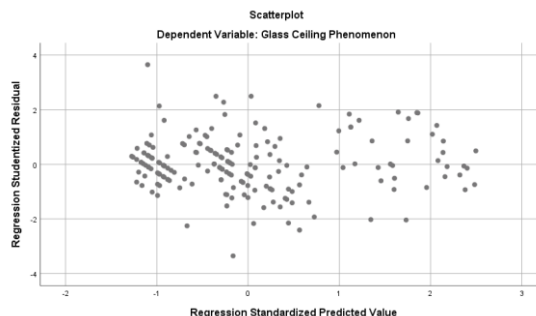


Figure 3. Heteroscedasticity Test Result

Based on the picture above, the distribution of points above and below zero or around 0 shows that the data passes the heteroscedasticity test because the dots do not converge at one particular point.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.050	1.835		3.297	.001		
	Interpersonal Communication Skills	-.047	.029	-.054	-1.627	.105	.864	1.157
	Self-Efficacy	.628	.044	.612	14.250	.000	.523	1.914
	Public Perception	.257	.029	.357	8.724	.000	.576	1.737

a. Dependent Variable: Glass Ceiling Phenomenon

Figure 4. Multicollinearity Test Result

The table above has information that:

1. Interpersonal Communication Skills (X1) has a tolerance value above 0.1, which is 0.864 and a VIF value below 10 is 1.157 so that Interpersonal Communication Skills (X1) is free from multicollinearity.
2. Self-Efficacy (X2) has a tolerance value above 0.1 which is 0.523 and a VIF value below 10 is 1.914 so that Self-Efficacy (X2) is free from multicollinearity.
3. Public Perception (X3) has a tolerance value above 0.1 which is 0.576 and a VIF value below 10 is 1.737 so Public Perception (X3) is free from multicollinearity.

Model		Unstandardized Coefficients		Standardized	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.050	1.835		3.297	.001		
	Interpersonal Communication Skills	-.047	.029	-.054	-1.627	.105	.864	1.157
	Self-Efficacy	.628	.044	.612	14.250	.000	.523	1.914
	Public Perception	.257	.029	.357	8.724	.000	.576	1.737

a. Dependent Variable: Glass Ceiling Phenomenon

Figure 5. Multiple Regression Test Result

Based on the table above it is found that the coefficients of the regression equation are as follows:

Constant = 6,050

X1 = -0.047

X2 = 0.628

X3 = 0.257

e = Error Measurement

(Y = a + b1x1 + b2x2 + b3x3 + e)

Therefore

Y = 6.050 – 0.047 X1 + 0.628 X2 + 0.257 X3 + e

Information:

a. Value Constant (a)

Based on the results of multiple linear regression analysis in this study, the constant value obtained was 6.050

b. Value of Regression Coefficient of Variable X1

Based on the results of multiple regression analysis, variable X1 is negative (-) of -0.047, so it can be interpreted that if the Interpersonal Communication Skill variable increases by 1 point, the Glass Ceiling Phenomenon variable decreases by 0.047 or 4.7%, whereas if the Interpersonal Communication variable decreases by 1 point, then variable Glass Ceiling Phenomenon also increased by 0.047 points or 4.7%

c. Value of Regression Coefficient of Variable X2

Based on the results of multiple linear regression analysis, variable X2 has a positive (+) value of 0.628, which means that if the Self-Efficacy variable increases by 1 point, the Glass Ceiling Phenomenon variable also increases by 0.628 points or 62.8%, whereas if the Self-Efficacy variable Efficacy decreased by 1 point, so the Glass Ceiling Phenomenon variable also decreased by 0.628 points or 62.8%.

d. Value of the Regression Coefficient of Variable X3

Based on the results of multiple linear regression analysis, variable X3 is positive (+) of 0.257, it can be interpreted that the Public Perception variable increases by 1 point, the Glass Ceiling Phenomenon variable also increases by 0.257 points or 25.7%, whereas if the Public Perception variable decreases by 1 point, the Glass Ceiling Phenomenon variable also decreases by 0.257 points or 25.7%.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.050	1.835		3.297	.001		
	Interpersonal Communication Skills	-.047	.029	-.054	-1.627	.105	.864	1.157
	Self-Efficacy	.628	.044	.612	14.250	.000	.523	1.914
	Public Perception	.257	.029	.357	8.724	.000	.576	1.737

a. Dependent Variable: Glass Ceiling Phenomenon

Figure 6. T-test Result

The picture above shows that:

1. The Influence of Interpersonal Communication Skills Towards the Glass Ceiling Phenomenon

From the value of the data obtained is the value of Sig. By $0.105 > 0.05$ it can be concluded that the Interpersonal Communication variable has no significant effect on the Glass Ceiling Phenomenon variable.

2. The Effect of Self-Efficacy Towards the Glass Ceiling Phenomenon

From the value of the data obtained is the value of Sig. $0.000 < 0.05$, it is concluded that the Self-Efficacy variable has a significant effect on the Glass Ceiling Phenomenon variable.

3. The Effect of Public Perception Towards the Glass Ceiling Phenomenon

From the resulting data values, the value of Sig. $0.000 < 0.05$, it can be concluded that the Public Perception variable has a significant effect on the Glass Ceiling Phenomenon variable.

The result of the F-test can be seen in the picture below:

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5044.843	3	1681.614	284.304	.000 ^b
	Residual	1094.247	185	5.915		
	Total	6139.090	188			

a. Dependent Variable: Glass Ceiling Phenomenon

b. Predictors: (Constant), Public Perception, Interpersonal Communication Skills, Self-Efficacy

Figure 7. F-test Result

Figure 7. states that the Sig. $0.000 < 0.05$. Therefore, it can be concluded that the independent variables have a significant effect simultaneously on the dependent variable.

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Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.907 ^a	.822	.819	2.43205

a. Predictors: (Constant), Public Perception, Interpersonal Communication Skills, Self-Efficacy

b. Dependent Variable: Glass Ceiling Phenomenon

Figure 8. Coefficient of Determination Test Result

The result of the coefficient of determination can be seen in Figure 8. Where the R square coefficient is 0.822 or 82.2%. Therefore, it can be concluded that the influence of the Interpersonal Communication Skill, Self-Efficacy, and Public Perception variables has a value of 0.822 or 82.2% which means that there is a correlation between the three Independent Variables, namely Interpersonal Communication Skill, Self-Efficacy, and Public Perception with Dependent Variable namely Glass Ceiling Phenomenon. Figure 8 shows that the effect of the independent variable on the dependent variable is 82.2% and 17.8% of other factors that are not discussed in this study.

Discussion

Researchers have conducted several tests on the variables in this study. From all the tests that have been carried out, it can be stated that Interpersonal Communication Skill, Self-Efficacy, and Public Perception have a simultaneous influence on the Glass Ceiling Phenomenon, but Interpersonal Communication (X1) does not have a partially significant effect on the Glass Ceiling Phenomenon variable. These results have passed several tests that have been described by the researchers in the tables above. Based on the data and test results, the following are the results of the existing hypotheses:

H1 There is no influence of interpersonal communication towards the glass ceiling phenomenon

The results of the tests that have been carried out show that the Interpersonal Communication Skill variable does not affect the Glass Ceiling Phenomenon. Partially, Interpersonal Communication Skill is proven to not affect the Glass Ceiling Phenomenon.

Interpersonal communication occurs effectively if two people, namely the sender and recipient of the message, have 11 supporting factors as stated by DeVito (2015) interpersonal communication will be effective with 11 supporting factors namely mindfulness, cultural sensitivity, other-orientation, openness, metacommunication, flexibility, expressiveness, empathy, supportiveness, equality, and interaction management. Therefore, if one of them is not there, the possibility of interpersonal communication is not running effectively. According to Ropiani (2017),

gender is one of the obstacles in the occurrence of interpersonal communication where one of the interlocutors, be it a woman or a man, is not open.

The glass ceiling occurs due to six factors, namely human factors, organizational factors, social role factors, interaction factors, human capital factors, and preference factors (Muslim & Perdhana, 2017). Interpersonal communication is one part of the interaction factors, so the possibility is very small to influence the glass ceiling phenomenon. It can be seen in the T-test table that interpersonal communication skills do not have enough effect on the glass ceiling phenomenon by 0.047 points or 4.7%.

H2 There is an influence of self-efficacy towards the glass ceiling phenomenon

Based on the tests that have been carried out, the results of statistical analysis state that there is an influence between Self-Efficacy on the Glass Ceiling Phenomenon. The Glass Ceiling Phenomenon is influenced by Self-Efficacy because self-confidence can build other people's trust in individuals. Self-efficacy makes it easy for other individuals to see their potential and abilities.

According to Amaliah (2021), a person's high self-efficacy can produce better performance because individuals have motivation, goals, and emotional stability, thus preventing the ability to work with successful behavior. In line with Bandura's definition self-efficacy is a belief in individual success in carrying out certain behaviors (Bindu & Padmanabhan, 2016). Female workers with high self-efficacy have confidence in their abilities and can provide the best performance. That way will make the companies see the feasibility of working and getting into positions easier.

The effect of self-efficacy on the glass ceiling phenomenon can be seen from the T-test table, where self-efficacy influences the glass ceiling phenomenon by 0.628 points or 62.8%.

H3 There is an influence of public perception towards the glass ceiling phenomenon

The results of the statistical analysis that has been carried out show that there is an influence between Public Perception on the Glass Ceiling Phenomenon. These results explain that the Glass Ceiling Phenomenon can be influenced by Public Perception because Public Perception has a high potential for social judgment. The same goes for society's evaluation of women workers concerning the glass ceiling phenomenon. Related to Elitas (2022), public perception is the belief of a group of individuals based on what the five senses see or feel. Each individual can interpret what is received by the five senses differently.

The effect of public perception on the glass ceiling phenomenon can be seen with the Table T-test, where public perception affects the glass ceiling phenomenon by 0.257 points or 25.7%.

H4 There is an influence of interpersonal communication, self-efficacy, and public perception toward the glass ceiling phenomenon

Based on the tests that have been carried out through statistical analysis, the results state that there is a simultaneous influence of the Interpersonal Communication Skills, Self-Efficacy, and Public Perception variables on the Glass Ceiling Phenomenon. This means that the higher the Interpersonal Communication Skills, Self-Efficacy, and Public Perception, the more simultaneously can affect the Glass Ceiling Phenomenon.

Interpersonal communication influences employee performance because individuals with good interpersonal communication competence can develop their tasks so that work increases better (Tuhuteru et al., 2021). However, gender still be an obstacle in the occurrence of interpersonal communication where one of the interlocutors, be it a woman or a man, is not open (Ropiani, 2017). Likewise in this study, interpersonal communication partially did not affect the glass ceiling phenomenon. Therefore, besides interpersonal communication skills, women also need high self-efficacy and good public perception to break the glass ceiling phenomenon.

According to Baron & Byrne, self-efficacy is an individual's evaluation of one's ability to complete tasks by achieving goals and overcoming problems (Supriyadi, 2016). Individual ability to work will be very visible when the individual has high self-efficacy. Bandura said that self-efficacy is self-confidence that is manifested through treatment or doing.

Public perception is formed on what is felt by the five senses (Elitas, 2023). That is where the emergence of the Public's assessment of a social phenomenon. Since humans are social creatures, perceptions can be formed from social influences. Similar to the glass ceiling phenomenon which is a social phenomenon, public perception can influence the glass ceiling phenomenon.

Based on the F-test table, Interpersonal Communication Skills, Self-Efficacy, and Public Perception together have an effect of 284,304 points on the Glass Ceiling Phenomenon. When female workers have interpersonal communication skills, self-efficacy, and public perception simultaneously, it will affect the glass ceiling phenomenon.

CONCLUSION

Based on the existing problem formulation, the results of the analysis and tests that have been carried out show the following conclusions: 1. The Interpersonal Communication Skill variable partially does not affect the glass ceiling phenomenon. Therefore, it can be interpreted that the interpersonal communication skill variable has no effect and is not partially significant to the glass ceiling phenomenon variable. This shows that the ability of women in interpersonal communication does not change or does not have a direct impact on the glass ceiling phenomenon. 2. The Self-Efficacy variable partially influences the glass ceiling phenomenon. So, it can be interpreted that the self-efficacy variable positively and significantly affects the glass ceiling phenomenon variable. This shows that the higher self-efficacy, the higher the opportunity for women to solve the glass ceiling

phenomenon. The Public Perception variable partially influences the glass ceiling phenomenon variable. This means that the public perception variable positively and significantly affects the glass ceiling phenomenon variable. It was concluded that the better public perception, the higher the opportunity for women to destroy the glass ceiling phenomenon.

The variables Interpersonal Communication, Self-Efficacy, and Public Perception simultaneously positively and significantly affect the glass ceiling phenomenon. In this way, it means that simultaneously the independent variable has a positive and significant effect on the dependent variable and the greater the opportunity for women to solve the glass ceiling phenomenon

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