

The Effect of Interpersonal Communication and Work Discipline on Employee Performance at PDAM Tirta Randik, Babat Toman Branch

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Abstract

This study aims to analyze the effect of interpersonal communication and work discipline on employee performance at PDAM Tirta Randik, Babat Toman Branch. The sample in this study was 49 respondents who were collected through a questionnaire. This study utilized multiple linear regression method to analyze the data. This research prove that partially, interpersonal communication and work discipline have a significant effect on employee performance. Simultaneously, interpersonal communication and work discipline have a significant and positive effect on employee performance. This research is expected to be useful for PDAM Tirta Randik, Babat Toman Branch to improve employee performance through interpersonal communication and work discipline factors.

Keywords: interpersonal communication, work discipline, employee performance

1. Introduction

PDAM Tirta Randik, Babat Toman Branch, Musi Banyuasin Regency is a Regional Owned Enterprise (BUMD), which is an extension of the Regional Government which is engaged in the provision of clean water needed by the community. Therefore the company prioritizes service to the community. In order to be able to provide maximum service to the community, the company's internal factors, namely the owner to the company's employees, must also pay attention to the company's standard operations. Companies need potential human resource factors, both leaders and employees, in the pattern of tasks and supervision which is a determinant of achieving company goals. In any company, of course, they want quality employee performance, therefore in improving employee performance, of course, they must apply well-established interpersonal communication and high discipline so that it will produce good performance (Mardi Astuti 2016). According to Effendi in Syifa Aulia (2018) interpersonal communication is the process of conveying messages and or information by one person to another to inform, change attitudes, opinions or behavior both directly and through the media to support the completion of tasks that must be done. In addition, efforts to improve employee performance cannot be separated from employee discipline. In a company, work discipline is very necessary, work discipline is said to be good if employees are able to show obedience to the rules of time, obey the rules, obey the rules of behavior in work and obey other regulations in the organization/agency. According to Singodimedjo and Sutrisno (2011) discipline is an attitude of willingness and willingness of a person to obey and comply with the norms of regulations that apply around him. Good employee discipline will accelerate the company's goals, while those that decline will become a hindrance and slow down the achievement of company goals.

2. Literature Review

2.1 Interpersonal Communication

According to Rogers and D. Lawrence Kincaid, quoted by Hafied Cangara (2011: 20) said that

communication is a process in which two or more people form or exchange information with each other, which in turn will arrive at deep mutual understanding. Interpersonal Communication indicators namely

1. Openness
2. Empathy
3. Support (supportiveness)
4. Positive Sense (positiveness)
5. Equality

2.2 Work Discipline

According to Sutrisno (2013: 86) Discipline is an attitude of willingness and willingness of a person to obey and comply with the norms of regulations that apply around him. So the overall meaning of work discipline according to the experts above is obedient behavior and obedience to the rules or norms that apply in the company. According to Hasibuan (2016) indicators that affect the level of discipline of employees of an organization or agency, include the following:

1. Purpose and ability
2. Exemplary leadership
3. Justice
4. Inherent supervision (waskat)
5. Punishment
6. Firmness
7. Human Relations

2.3 Employee Performance

Performance comes from the word job performance or actual performance which means work performance or actual achievement achieved by someone. The definition of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him (Mangkunegara, 2017). Mangkunegara (2017) suggests that performance indicators include:

1. Quality
2. Quantity
3. Implementation of tasks
4. Responsibility

3. Research Method

The time needed in this study lasted for approximately 4 months. The location of the research was carried out at PDAM Tirta Randik, Babat Toman Branch, which is located in Kec. Babat Toman, Kab. Musi Banyuasin, South Sumatra 30752. Data collection techniques using a questionnaire. According to Sugiyono (2017: 199) Questionnaires are data collection techniques that are carried out by giving a set of questions or written statements to respondents to answer. The distribution of questionnaires was addressed to all employees of PDAM Tirta Randik, Babat Toman Branch. The population in this study were all employees of PDAM Tirta

Randik, Babat Toman Branch, totaling 49 people. Sampling in this study used non-probability sampling with saturated sampling technique where the entire sample was taken from a population of 49 respondents. Data analysis techniques in this study used SPSS V24

4. Findings and Discussions

4.1 Hypothesis Test Results

Table 1. The results of the t-test for interpersonal communication variable

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15.974	3.270		4.886	.000
	Total_X1	.290	.149	.273	6.453	.002

a. Dependent Variable: Total_Y

In table 1 it is known that the Sig value for interpersonal communication (X_1) on employee performance (Y) is $0.002 < 0.05$ and the t_{count} value is $6.453 > t_{table} 2.012$ so it can be concluded that H1 is accepted which means interpersonal communication (X_1) has a significant effect on performance Employee (Y) at PDAM Tirta Randik, Babat Toman Branch.

Table 2. The results of the t-test for the work discipline variable

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.040	2.785		5.759	.000
	Total_X2	.285	.126	.314	3.264	.028

a. Dependent Variable: Total_Y

In table 2 it is known that the Sig value for Work Discipline (X_2) on Employee Performance (Y) is $0.028 < 0.05$ and the t_{count} value is $3.264 > t_{table} 2.012$, so it can be concluded that H2 is accepted which means Work Discipline (X_2) has a significant effect on Employee Performance (Y) at PDAM Tirta Randik, Babat Toman Branch.

Table 3. F - test (Simultaneous) results

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	18.337	2	9.169	7.889	.028 ^b
	Residual	108.438	46	2.357		
	Total	126.776	48			

- a. Dependent Variable: Total_Y
- b. Predictors: (Constant), Total_X2, Total_X1

Because the F_{count} value (7.889) > F_{table} value (3.20) and the significance value F (7.889) < error rate ($\alpha = 0.05$), then H3 is accepted, so it can be concluded that Interpersonal Communication and Work Discipline have a positive and significant effect on performance Employees of PDAM Tirta Randik, Babat Toman Branch. This means that the third hypothesis of the study is acceptable.

4.2 Discussions

From the calculation results it is known that the t_{count} is $6.453 > t_{\text{table}} 2.012$ ($6.453 > 2.012$) this means that H0 is rejected and H1 is accepted, so it can be concluded that Interpersonal Communication has a significant effect on Employee Performance, in this case it means that good interpersonal communication factors for each member will lead to the exchange of information, ideas, and experiences between individuals within an organization. A good communication process can prevent misunderstandings and conflicts from arising so that it will have an impact on improving performance in an organization. In accordance with previous research conducted by Benny Usman (2013), The Effect of Interpersonal Communication on Employee Performance at the Faculty of Economics, PGRI University Palembang, the results of the study stated that Interpersonal Communication has a significant effect on employee performance at the Faculty of Economics, PGRI University Palembang.

From the calculation results above it is known that the t_{count} is $3.264 > t_{\text{table}} 2.012$ ($3.264 > 2.012$) this means that H0 is rejected and H1 is accepted, so it can be concluded that Work Discipline has a significant effect on Employee Performance, in this case all work discipline factors which include complying with all company rules, coming and going home on time, responsibilities at work, using attributes and uniforms that comply with regulations and good attendance can certainly improve employee performance, this shows that how high an employee's discipline affects his performance, the explanation above is in line with the opinion Suprpto explained that in performance measurement, employees are required to be able to carry out work in accordance with the regulations that apply to an agency or company. In accordance with previous research conducted by Hartriansyah Winata (2019), The Effects of Communication and Work Discipline on Employee Performance at PT. Bank Sumut Branch Coordinator Medan research results stated that work discipline has a positive and significant influence on the performance of employees of PT. Bank Sumut Medan Coordinating Branch.

Based on the significance, if the significance is < 0.05 then H0 is rejected, H1 is accepted. Because the significance of the F test is less than 0.05 ($0.028 < 0.05$), H0 is rejected, H1 is accepted. So it can be obtained that the F_{count} value is 7.889 with a significance value of 0.028, it can be concluded that Interpersonal Communication and Work Discipline are both significant to Employee Performance. In accordance with previous research conducted by Aar Nurlawiyah (2019), The Effect of Interpersonal Communication and Work Discipline on Employee Performance at the Sukasejati Village Office, Cikarang Selatan District, Bekasi Regency, the results of the study stated that the variables of interpersonal communication and work discipline simultaneously affect performance, meaning that the higher the frequency Interpersonal communication and work discipline within a company will have a higher impact on employee performance.

An organization must pay attention to employee performance properly. Employee performance is the most important aspect in achieving goals, achieving goals in the maximum way is the result of good team or individual performance. And vice versa, failure to achieve the formulated goals is the result of inefficient team or individual performance. According to Kasmir (2016),

stated that performance is the result of work and behavior that has been achieved in completing the tasks and responsibilities given in a certain period.

5. Conclusion

1. The results of the study partially show that interpersonal communication has a significant effect on employee performance where the t_{count} is $6.453 > t_{table} 2.012$ and a significance level of $0.002 < 0.05$. Work Discipline has a significant effect on employee performance, where the t_{count} value is $3.264 > t_{table} 2.012$ and a significance level of $0.028 < 0.05$.
2. The results of the study simultaneously show that the variables of interpersonal communication and work discipline have a significant effect on employee performance where the F_{count} is $7.889 > F_{table} 3.20$ and a significance level of $0.028 < 0.05$.
3. The coefficient of determination (R^2) is 0.452. This shows that the magnitude of the contribution of the Interpersonal Communication and Work Discipline variables can explain 45.2% of Employee Performance, while the remaining 54.8% can be explained by other variables not included in this study.

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