

The Effect of Interpersonal Communication on the Performance of Employees of PT. Elite Karya Mandiri

Devi Larasanti¹, Fa'uzobihi², Junengsih³, Pristanto Ria Irawan⁴
Universitas Pertiwi

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Abstract

Interpersonal communication applied in the company environment is a more dialogical communication by emphasizing self-openness which can often lead to feedback and understanding with each other, this is done in the PT. Elite Karya Mandiri as an effort to improve the performance of its employees. The purpose of this study was to determine interpersonal communication on the performance of PT. Elite Karya Mandiri. This study used quantitative descriptive methods with data collection techniques through the distribution of questionnaires, and library data. In this study using a saturated sampling method used a total of 47 employees of PT. PT. Elite Karya Mandiri, using simple linear regression data analysis techniques. The results of this study show that there is an influence between interpersonal communication on the performance of PT. Elite Karya Mandiri. Strong positive influence and has an influence contribution of 61.3% on employee performance variables. The results of this study are expected to contribute to future research.

Abstrak

Komunikasi interpersonal yang diterapkan di lingkungan perusahaan merupakan komunikasi yang lebih bersifat dialogis dengan menekankan pada keterbukaan diri yang seringkali dapat memunculkan feedback serta pemahaman satu dengan lainnya, hal ini dilakukan di lingkungan PT. Elite Karya Mandiri sebagai upaya dalam meningkatkan kinerja karyawannya. Tujuan penelitian ini adalah untuk mengetahui komunikasi interpersonal terhadap kinerja karyawan PT. Elite Karya Mandiri. Penelitian ini menggunakan metode dekriptif kuantitatif dengan teknik pengumpulan data melalui penyebaran kuesioner, dan data pustaka. Dalam penelitian ini menggunakan metode sampling jenuh yang digunakan berjumlah 47 karyawan PT. PT. Elite Karya Mandiri, dengan menggunakan teknik analisis data regresi linear sederhana. Hasil dari penelitian ini menunjukkan bahwa terdapat pengaruh antara komunikasi interpersonal terhadap kinerja karyawan PT. Elite Karya Mandiri. berpengaruh positif kuat dan memiliki kontribusi pengaruh sebesar 61,3% terhadap variabel kinerja karyawan. Hasil penelitian ini diharapkan memberikan kontribusi untuk penelitian selanjutnya.

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Corresponding Author:

Pristanto Ria Irawan

Universitas Pertiwi

Email: pristanto.irawan@pertiwi.ac.id

1. INTRODUCTION

PT Elite Karya Mandiri which has its head office located at Jalan Ujung Harapan No 93, Bekasi Regency. The importance of communication patterns carried out in the Company's environment, of course, can have a positive impact where in the process persuasion communication, mutual change and development occur. Through interaction in communication, the parties involved in communication can inspire each other, encouragement, and encouragement to change thoughts, feelings, and attitudes that are in accordance with the topic being discussed together.

With the communication pattern applied by PT. Elite Karya Mandiri, provides an overview of how the role of interpersonal communication can affect the performance of employees in the Company's environment, this study can certainly provide answers to the extent of the influence of interpersonal communication variables on employee performance.

As an illustration in the previous study, the following are the results of research with the same variables.

According to Swanson in the context of interpersonal communication are communicators dealing interpersonally. Until now there has been no agreement among communication experts on the number of people involved in interpersonal communication. In interpersonal communication (Taufik Rihatno , 2017) try to use many sensory channels, so that participants can see, hear, laugh, feel, and interact with each other. Therefore, in interpersonal communication, using all abilities in the form of messages and optimal behavior, so that feedback occurs either intentionally or unintentionally.

Interpersonal communication according to Devito in contextually can be defined as the process of sending and receiving messages used between two or more people with mutually beneficial effects and feedback to talk and listen to generate meaning (DeVito, 2009; Pearson et al., 2011). (Emma Dwi Ariyani & Dini Hadiani , 2020)

Good interpersonal communication has a dialogical nature where from the openness of self is able to bring feedback and understanding with each other (Peranginangin & perbawaningsih, 2017) in (Ajeng Safitri & Nur Fitriyana , 2021)

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Mangkunegara in (Lysta Lestary & Harmon, 2017) performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given

According to Mathis & Jackson in the opinion that Performance is basically what employees do or do not do. Employee performance (Ahmad Rivai , 2020) is what influences how much they contribute to the organization which includes: (1) quantity of output, (2) quality of output, (3) duration of output, (4) attendance at work, and (5) cooperative attitude

Build in stating, "Performance (Debby Endayani Safitri , 2019) is the result of work that a person achieves based on job requirements." Performance indicators include quantity, quality, precision time, attendance, team work.

The results of previous research from other researchers according to the Interpersonal (Taufik Rihatno , 2017) Communication Relationship with Student Team Cooperation Members of the Softball Achievement Sports Lecture of the State University of Jakarta, The results of previous research from other researchers according to the Interpersonal Communication Relationship with the Student Team Cooperation of Members of the Softball Achievement Sports Lecture of the State University of Jakarta, (Taufik Rihatno , 2017) The results showed that active acceptance communication is very important and effective in strengthening teamwork. Karang Taruna Bhina Bakti considers active acceptance communication as a strengthened factor, increasing understanding, and increasing cooperation between team members. (Agis Nur Fazhan Sulistira et al., 2023) Interpersonal communication on team work performance partially Interpersonal communication has a significant effect on team work performance (Nandang Koswara , 2017).

Based on the results of previous research, researchers are interested in examining the variables of interpersonal communication and employee performance with the title of the

influence of interpersonal communication on employee performance at *PT. Elite Karya Mandiri*. The results of this study are expected to contribute to further research

2. RESEARCH METHODS

This research is a quantitative descriptive, with the aim of getting an overview of how the influence of interpersonal communication on the performance of *PT. Elite Karya Mandiri*. According to Sudjana and Ibrahim (2004: 64) descriptive research is "research that seeks to describe a symptom, event, event that occurs at the present moment". For the quantitative approach, it is explained by that the approach uses quantitative because it uses numbers, starting from data collection, interpretation of the data, and the appearance of the results. (Arikunto , 2010)

The population in this study is employees of *PT. Elite Karya Mandiri*. The sample used in this study was employees of *PT. Elite Karya Mandiri*. A total of 47 employees., with the sampling technique is samplig saturated. According to the sample is a portion of the number and characteristics possessed by the population (Lijan Sinambela , 2021) .

Hypothesis

As for this study, the formulation of the hypothesis test can be explained as follows:

- H1: $\rho = 0$ There is a significant influence of interpersonal communication on employee performance
- Ho: $\rho \neq 0$ There is no effect of interpersonal communication on employee performance

Analysis Model Techniques

In this study, a simple linear regression analysis technique was used. According to the regression equation, which is a formula that finds the value of the dependent variable from the value of the independent variable known, the regression coefficient is a value that measures the magnitude of the effect of X on Y if X is increased or decreased. (Lysta Lestary & Harmon, 2017)

Regression analysis is a statistical method that observes the relationship between the bound variable Y and a series of independent variables X1,...,Xp (Hijriani, Muludi, & Andini, 2016) in . (Tri Novriza Putri et al., 2019)

Linear regression is a method that can be used to measure at least 2 variables how to measure the data using dependent variables variable independent which is drawn through the correlation between the 2 variables through a straight line (Susanti et al, 2010) in . (Andik Adi Suryanto & Asfan Muqtadir, 2019)

Operational definitions of interpersonal communication variables; 1) openness, 2) empathy, 3) supportive attitude, 4) positive attitude, 5) similarity. While the operational definition of employee performance variables, work quality, work quantity, work discipline, accuracy, initiative, and efficiency.

The research design can be explained through the figure below, the influence of interpersonal communication as variable X (independent variables), and employee performance as variable Y (dependent variable).



Figure 1 Research Design

3. RESULTS OF RESEARCH AND DISCUSSION

Validity Test

Valid testing or validity of instrument statement items in this study uses the Pearson *Product Moment* formula (**Bivariate Pearson**). The test criteria for declaring an item valid is, if $r\text{-test}_s > r\text{-table}$.

The validity test of the interpersonal communication variable instrument (X) concluded that the instrument item items that were **declared valid were 14 items, while the employee performance variable (Y) there were 16 items** declared valid. The test uses a two-sided test with a significance level of $\alpha = 0.05$ with $n = 10$ then obtained $r\text{-table} = 0.632$. The test criteria to declare an item valid are $r\text{-test} > r\text{-table}$ This validity test was conducted on 10 nonsample respondents.

Reliability Test

Reliability tests are carried out to obtain the level of accuracy (reliability) of the data collection equipment (instrument) used. The reliability test of the instrument was carried out with *Cronbach's Alpha* formula using the help of the SPSS program. The test criteria for declaring an item to be **reliable** are $r\text{-test} > r\text{-table}$. Based on the calculation results, it was concluded that from each item that has been declared valid is reliable with a significance level of $\alpha = 0.05$ and the degree of numbness $dk = n-1 = 10-1 = 9$, significance **5%**, then obtained $r\text{-table} = 0.666$. In the interpersonal communication variable (X) $r\text{-test} = 0.947$ higher $r\text{-table} = 0.666$ then reliable, and the employee performance variable (Y) $r\text{-test} = 0.911$ higher $r\text{-table} = 0.666$ then reliable

Simple Linear Regression Analysis Test

In Table 1 can be explained the results of a simple regression analysis, knowing how much the $t\text{-test}$ value, the level of significance, and can be known the regression formula, for more clearly the following coefficient results carried out with SPSS;

Table 1
Simple Regression Analysis Table

Type		Coefficients		Standardized Coefficients	t	Sig.
		Unstandardized Coefficients	Std. Error			
		B		Beta		
1	(Constant)	3.590	6.477		.554	.582
	Interpersonal Communication	.982	.116	.783	8.442	.000

a. Dependent Variable: Employee Performance

Source: Data processed from SPSS

Based on the calculation above, a regression equation is obtained that can be used to predict variables through interpersonal communication variables, namely; $Y' = 3.590 + 0.982x$.

As a basis for decision making, it can be seen that by using **the t Test**, as follows:

- a) If the $t\text{-test} > t\text{-table}$, then there is an influence of variable X on variable Y.
- b) If the $t\text{-test} < t\text{-table}$, then there is no influence of variable X on variable Y

Based on the calculation of t-table that has a significance of 5% can be known using the formula: $t_{table} = t(\alpha/2; n-k-1)$, so that the value of t-table $0.025; 47-1-1 = (0.025; 45) = 2.014$, then $t_{test} (8.442) > t_{table} (2.014)$, thus it can be concluded that there is an influence of interpersonal communication variables on employee performance variables.

From the calculation results in table 2 of the termination coefficient of the calculation above, it can be concluded that interpersonal communication has a contribution of **61.3%** to employee performance, while the remaining **38.7%** is influenced by other factors that have not been studied. Then the interpersonal communication variable has a **strong positive** influence of r value of **0.783 (located in the correlation coefficient interval 0.60-0.799)**.

Table 2
Coefficient Determination

Model Summary				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.783a	.613	.604	3.997

a. Predictors: (Constant), Interpersonal Communication

Source: Data processed from SPSS

Table 3
Anova
ANOVA^a

Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1138.822	1	1138.822	71.266	.000b
	Residuals	719.093	45	15.980		
	Total	1857.915	46			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Interpersonal Communication

Source: Data processed from SPSS

Discussion

Based on the results of the study above that interpersonal communication variables affect employee performance, so **PT. Elite Karya Mandiri**, especially at the managerial level, conducts interpersonal communication that has a dialogical nature, openness, understanding of individuals with each other. Based on the results of the research above that interpersonal communication affects employee performance, of course **PT. Elite Karya Mandiri** can participate in activities by utilizing various communication channels, one of which is through the senses, so that participants can see, hear, laugh, feel, and interact with each other. Efforts to get feedback (*feedback*) within **PT. Elite Karya Mandiri** is to use all abilities in the form of messages in the form of optimal behavior carried out by all employees both from the top and bottom levels.

4. CONCLUSION

Based on the results of testing and analysis of the relationship between variable X and variable Y regarding the influence of interpersonal communication on employee performance at **PT. Elite Karya Mandiri**, that there is an influence between interpersonal communication variables on employee performance variables because because of the *t-test* value, $t_{test} (8,442) > t_{table} (2,014)$. Then the interpersonal communication variable has a

strong positive influence of r value **of 0.783 (located in the coefficient interval 0.60-0.799) and has a contribution** of influence of 61.3% **on employee performance variables, while the remaining** 38.7% is influenced by other factors. Furthermore, the regression equation that can be used to predict is $Y' = 3.590 + 0.982x$.

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